SCORPIONTRACK

FLEET USER GUIDE

REVISION 08.04.25

SCORPION® AUTOMOTIVE

Thatcham Research SECURITY CERTIFIED

MADE IN BRITAIN

CONTENTS

1. WELCOME
THANK YOU FOR YOUR PURCHASE

Your vehicles are now secured with the **ScorpionTrack Trackers**.

Why choose Scorpion? There's a good chance you made a significant investment in your fleet of vehicles, so why not protect them? Here at Scorpion, we offer a wide range of security solutions to suit your security needs. Boasting a 96% recovery rate, along with a dedicated 24/7 Monitoring team, you can relax knowing that your fleet of vehicles is protected against sudden attack and potential theft.

Within this fleet user guide, you will find all the relevant information that you need to ensure your tracking devices provide you with the utmost security and length of service. It will give you a brief overview of the product and provide examples of where a particular report or feature may be of value to your business.

After consulting this guide (including the FAQs at the back of the guide), if you have any queries that are still unanswered then please contact our Scorpion Team on **01257 249 928** to speak with our Customer Services Team.

1.1 PRODUCT OVERVIEW

ScorpionTrack M-Series actively protects your vehicle against unauthorised movement using advanced technology along with movement detection sensors hidden within the vehicle. Additional features include an Automatic Driver Recognition (ADR) Tag and optional immobilisation. It is an advanced vehicle tracking solution with 24/7 monitoring, all year round, to provide security and peace of mind whilst offering a comprehensive range of convenient features for life on the road.

24/7 MONITORING

ULTIMATE ACCURACY & GLOBAL RELIABILITY

CUSTOMISABLE THEFT & FLEET ALERTS

MULTI-NETWORK ROAMING SIM

1.2 HOW CAN SCORPION HELP YOUR BUSINESS?

Here are just seven points you can benefit from by using ScorpionTrack for your fleet:

Reduce your costs:

Massive cost saving potential based on fuel, insurance* and vehicle maintenance expenditure. Our customers report average savings of 15% month to month on fuel costs alone.

Improve your productivity:

Reduce your daily administrative workload and manage your vehicles and drivers with precision.

Improve your customer service:

Empowering a proactive and immediate response to your customer's daily needs and providing evidence for SLA compliance.

Supports mileage recording:

Easily distinguish between business and private mileage reporting.

Environmental dividends:

Reduce carbon footprint and promote environmental sustainability.

Risk management, policy and standards compliance:

Supports Employer's duty of care and Policy concerning drivers and vehicle use. Also supports the reporting of requirements of FORS, CLOCS and similar standards.

Easy-to-use and quick to benefit:

An easy-to-use system with no downloads required.

ScorpionTrack customers can benefit from significant premium reductions since:

- *You can demonstrate to insurers that you can reduce your fleet's risk exposure through monitoring and improving upon safer driving practices across your fleet.*

- *Upgrade to a 'Monitored Subscription' to benefit from Scorpion's expert 24/7/365 Theft Monitoring Service, meeting UK Police Preferred Specification and Thatcham criteria to satisfy insurance industry vehicle theft and tracking requirements (UK only).*

- *In the event of a claim, at your discretion, system reports and evidence can be presented to substantially eliminate or reduce your company's liability.*

To upgrade to a Monitored Subscription, no additional hardware or installation is required. Please contact the Scorpion Subscriptions team on **01257 249928**.

1.3 PRODUCT FEATURES

FEATURES	S7	S5	S5+
24/7 Theft Monitoring	✓	✓	✓
Thatcham Approved	✓	✓	✓
Multi-Network Roaming SIM	✓	✓	✓
ScorpionTrack App Access	✓	✓	✓
Tow Away & Tamper Alerts	✓	✓	✓
Automatic Health Checks	✓	✓	✓
2-Year Warranty	✓	✓	✓
Low Current Draw (<1ma)*	✓	✓	✓
Heavy Duty Waterproof	✓	✓	✓
Automatic Immobilisation	✗	✗	✓
Remote Immobilisation *(If optional relay is purchased)*	✓	✗ *(See S5+)*	✓
Automatic Driver Recognition Tag	✗	✓	✓
Transferable To New Vehicle	✓	✓	✓

*When the tracker unit is in a 'sleep' state

As listed in the features, our S5+ tracker offers optional immobilisation such as:

● Automatic immobilisation - the vehicle will only start when the authorised driver possessing the ADR tag is present. This feature can be armed and disarmed via the mobile app. The immobilisation itself takes into effect after the ignition of a vehicle has been turned off for more than 4 minutes, which puts the tracker into sleep mode and activates the immobiliser.

● Remote immobilisation - in the event of a vehicle theft with the ADR tag, the ScorpionTrack Vehicle Recovery Team can remotely immobilise the vehicle, preventing the engine from being restarted if automatic immobilisation has not engaged. This feature can also be armed and disarmed via the mobile app.

Our S7 tracker also offers Remote Immobilisation as described above, but you can also benefit from features such as:

● **Dallas Touch Key** – we have Driver Dallas Touch Key available as an alternative Fleet Tracking Solution which gives admins the ability to monitor Drivers more closely. For further Details about this please contact our Sales Team.

2. GETTING STARTED

2.1 HOW TO GET SET UP

As part of the installation, you will receive an email containing login details which provides you access to the ScorpionTrack website **scorpiontrack.com**. If you haven't received this email or require a duplicate, please call the ScorpionTrack Helpdesk on **01257 249 928**. To access our online system on our website, click **'Tracking Login'** at the top right of your screen and then enter your login details. You will need to **Authenticate** your account following the link sent in one of your welcome emails prior to this step. When logged in as the main Admin User, you can then add additional User's and give them certain permissions to restrict their access within the account and dictate what they can and cannot see/edit.
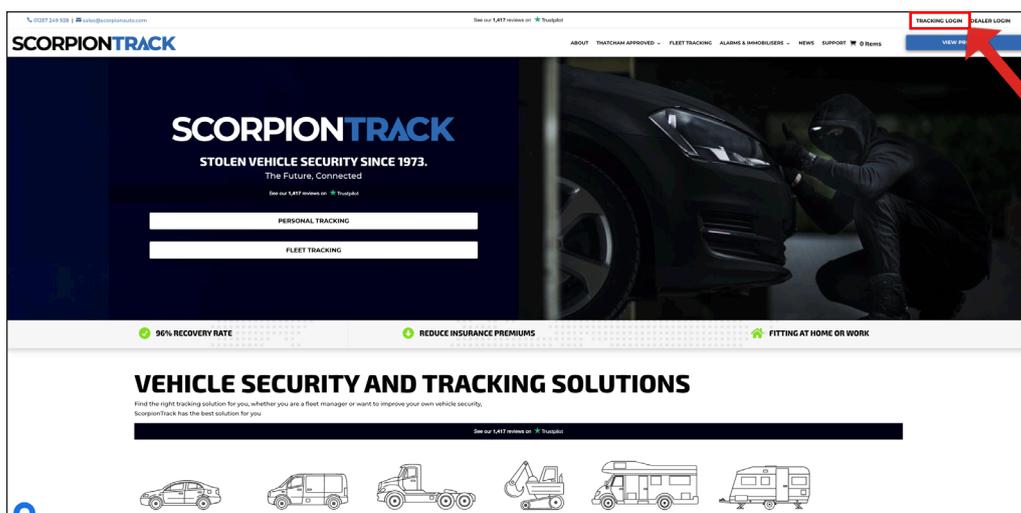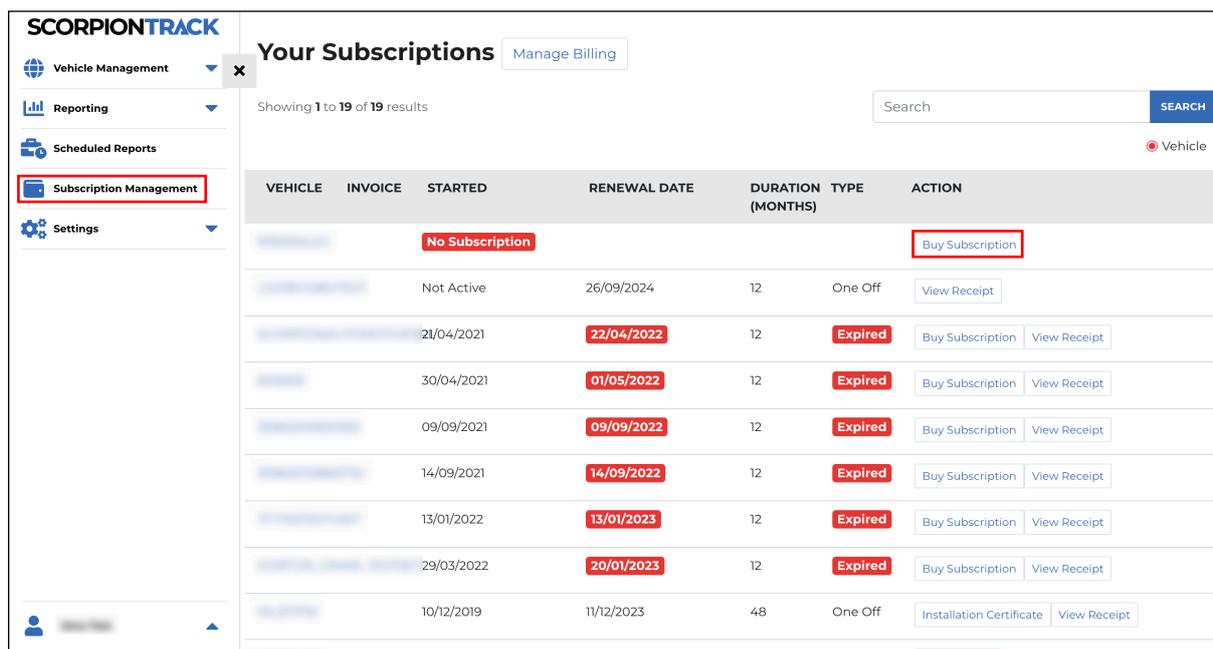

It's vitally important that your contact details are kept up to date on the ScorpionTrack System to ensure that our ScorpionTrack Vehicle Recovery team are able to contact you at any time of day without delay, should an alert be generated for your vehicle. At the earliest opportunity, please log in to the ScorpionTrack website and check the contact information that we have for yourself. This can be accessed by clicking on **'My Account'**, far bottom left as highlighted in the picture below.
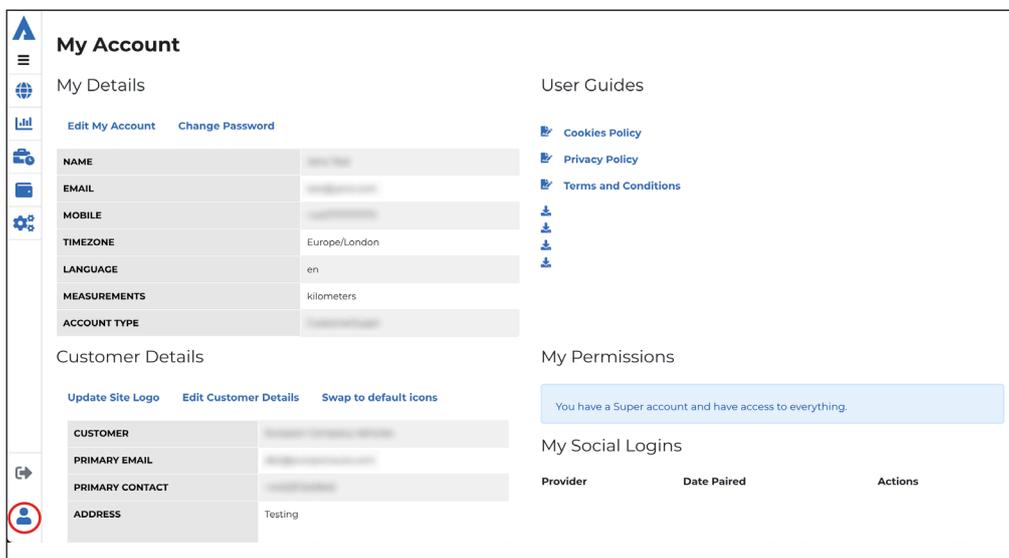
2.2 MONITORING SUBSCRIPTION

ScorpionTrack has a monitored service with staff available 24 hours a day, 365 days a year to support you in the event of vehicle theft. To benefit from this, there is an annual fee which can be paid on our website or over the phone by calling the Subscription Team on **01257 249 928**. The current pricing for our subscription service can be found on our website or you can call our Subscriptions Team for a full breakdown of pricing. If you would like to purchase your monitoring subscription on our website, please log into the online portal and click **'Subscription Management'** on the left-hand menu. This will then take you to the **'Subscriptions'** page that shows all your vehicles. To purchase a subscription, you will need to navigate to the vehicle you want this to be applied to and in the far right column click on the **'Buy Subscription'** option.

Any ScorpionTrack M-Series tracker will only provide theft detection whilst the monitoring subscription is active, with a minimum term of **12 months** as stated in the Terms & Conditions. If the payments for the subscription aren't received or renewed, no alerts will be generated with no vehicle theft protection in place. The live location of your vehicle will also not be visible on the website or mobile app. Furthermore, if you have declared that the tracker has been fitted to your insurer, non-payment of the monitoring subscription may also impact negatively on your insurance cover in the event of theft.

An alternative for Fleet customers is to pay for a non-monitored subscription, this means the vehicle isn't monitored by our Vehicle Recovery team and in the event of a theft it would be the responsibility of the customer to monitor and report this themselves. If you are going to declare this to your insurance, then it would be worth confirming with them what you require. To discuss the non-monitored subscription option further then please give our Subscriptions team a call.

2.3 USER MANAGEMENT

Once you are set up you may wish to add more Users to the Account. This may be for several reasons including adding Fleet Managers, adding Drivers of Vehicles that you wish to have access to view the account, or it could just be for dual management of the system, etc. Whatever the reason is, it is down to the main account holder to dictate what level of access is given to each User on the account. To add another User, Select the **'Settings'** image on the menu bar on the left-hand side of the screen, then select **'Users'** which takes you to the below screen and then select **'Create User'**.

When filling out the User details you are then able to dictate what level of access the users have by firstly selecting what **'Account Type'** you would like them to have, as below:

By selecting **'Administrator'** this will give them full access to the account, but by selecting **'User'**, upon creation of their account, you can then edit the **'Permissions'** which will allow you to control what they can and cannot edit/view within the account. Please see below for example:

If you want to add vehicle users to the account and manage their access so they are limited to viewing just 1 or a few different vehicles then you will need to create groups to assign them to. To create a group, select **'Vehicle Management'** on the left-hand side menu bar, then select **'Groups'**. Once on the **'Vehicle Groups'** page you can then select **'Create Vehicle Group'** where you can set up a group ready to assign 1 or more vehicles to. You can give this group a name, e.g. the driver's name or the name of a person managing multiple vehicles. Once this is set up you can then select **'Assign Vehicles'** on the right to put 1 or more vehicles into the group.

Now you have Groups setup you can go back to **'Settings' > 'Users'** and select the name of the User you want to assign a vehicle group to. Then Select **'Edit User Account'** as shown below and then pick a Vehicle Group from the drop-down options to assign that group to the User.

2.4 DRIVER MANAGEMENT

You can also add Drivers to the account as opposed to **'Users'**. **'Drivers'** aren't given the ability to login into the account, and this is purely for Fleet Management purposes giving you the ability to monitor your Fleet more effectively. You can set these up by selecting **'Vehicle Management'** on the left-hand menu bar and then **'Drivers'**. Once on the **'Driver Accounts'** page you select **'Create Driver'** and add the details for each of the drivers that need to be added. Drivers can then be assigned to Vehicles as described in the Vehicle Management section below. Once assigned to vehicles you will be able to manage their movements more closely and run more Driver specific reports. To see how to utilise Drivers with Driver ID Dallas Tags, please refer to our Driver ID User Manual.

2.5 VEHICLE MANAGEMENT

When accessing the ScorpionTrack app on our website, by default you will land on the **'My Vehicles'** page in the **'Vehicle Management'** section, which can also be found by navigating the left side menu. Here you can search for vehicles that you have registered under your account, view and edit your vehicles.
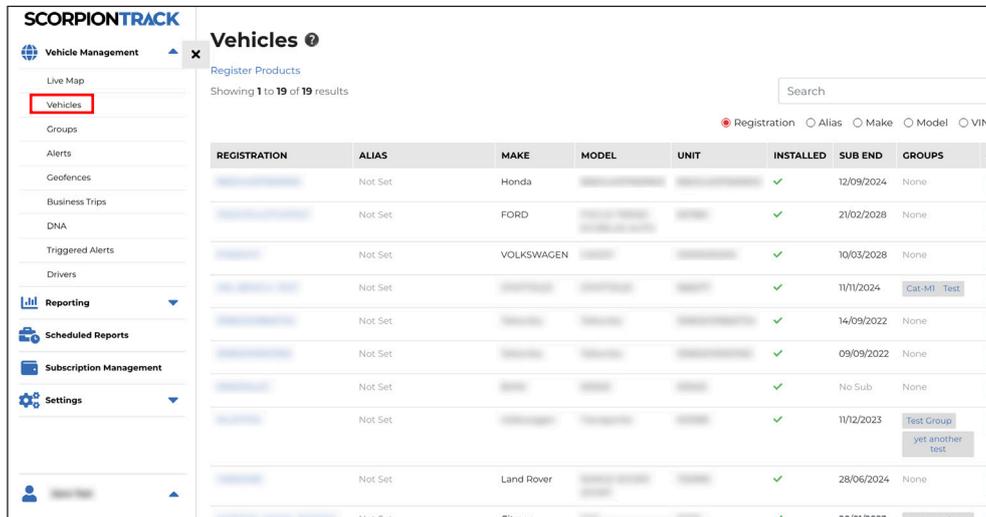
From this page, you can edit your vehicle details, download the installation certificate or email the certificate to an email address. Furthermore, you can manage the **'Vehicle Modes'** such as turning on **'Transport Mode'** if your vehicle is being transported/towed, which will stop movement without ignition alerts, or turn on **'Garage Mode'** if a vehicle is in for service and this will stop battery disconnection alerts.

The **'Vehicle Odometer'** can be updated, this will then continue to update automatically from the GPS, this can then be used to keep on top of upcoming services that may be required. You can edit the vehicle and set the Alias to help track your vehicles via driver name or vehicle name rather than the registration. You can also set the Average MPG here which is useful for tracking consumption on any reports you may have set up.
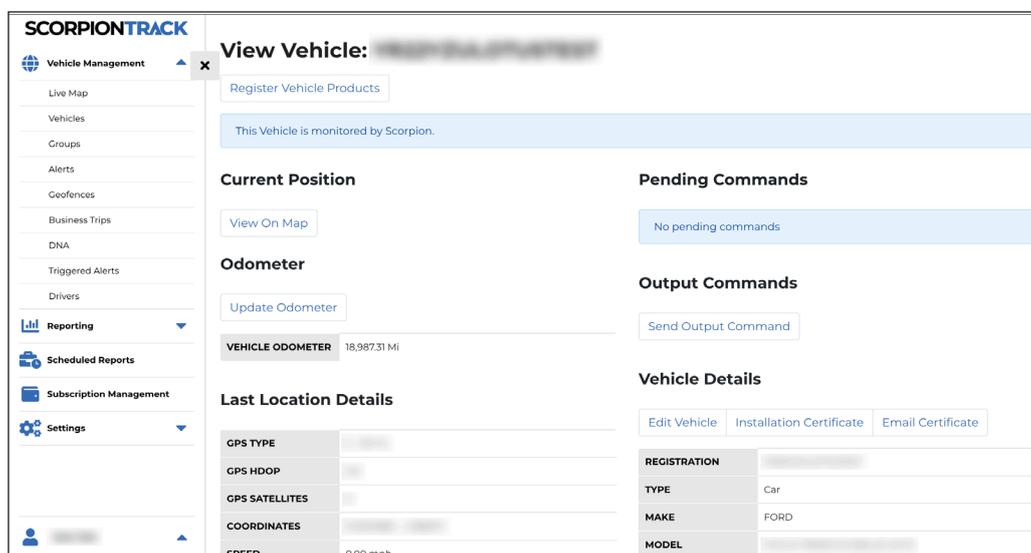
Another feature that can be switched on from this page is **'Vehicle Crash Alerts'**, these are useful just in case a vehicle within the fleet is involved in a crash, you can set up someone to receive a notification. This would only be triggered if a crash occurred at speed, not the vehicle being crashed into when it is stationary.

The **'Default Driver'** can be set up on this page by selecting **'Set Default Driver'** and picking the name of the Driver from a dropdown list. Once this has been done that Driver will appear on all reports linked to that vehicle.

Also, on this page you can toggle **'MOT Reminders'** and **'Tax Reminders'** on and off. You can also see an overview of the Subscription on the vehicle to help keep on track of any that may be due. Lastly, there is the Calendar feature which can be used to record any important dates linked to certain vehicles and these can be set up with a reminder.

2.6 LIVE MAP

The **'Live Map'** can also be found under **'Vehicle Management'** which shows you all the vehicles registered to your account and their last known location. Your vehicles are listed on the left next to the side menu, which you interact with to show you where the vehicle is. It will also show the current status of the vehicle, whether it is parked in a location or it is moving.
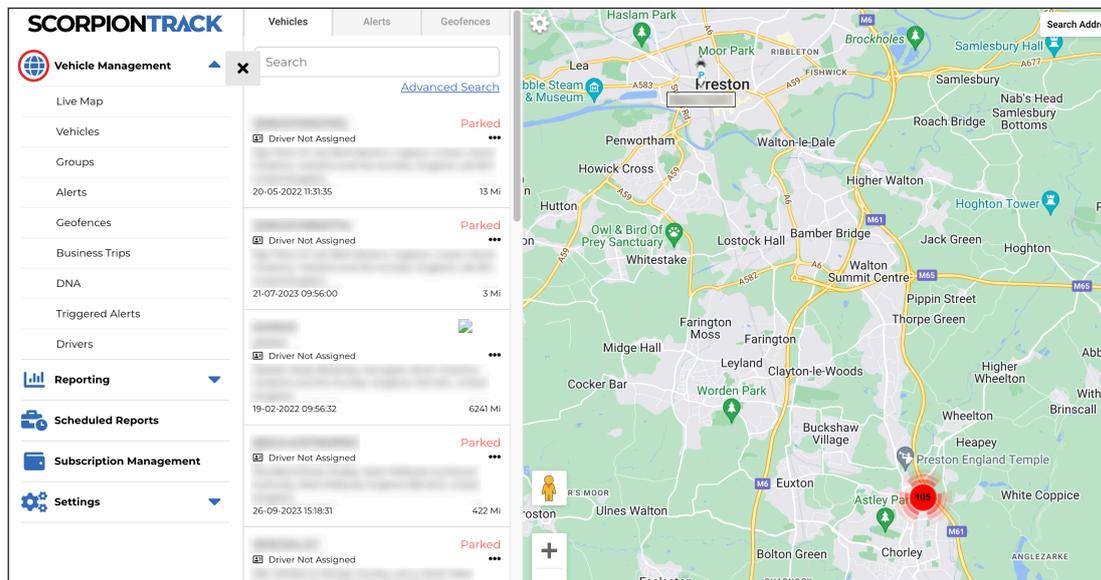
All the map functions including the zoom button and the view type are all on the top right of the map. If you right click on the map, there will also be a list of options available, which includes the option of creating a geofence **(this will be explained later in the guide)**.

2.7 VEHICLE OWNERSHIP

If you are to purchase a new vehicle which has one of our trackers fitted, you will be required to get in touch with our Customer Excellence team via email at **customer.excellence@scorpionauto.com** or via telephone **01257 249 928** to request a **'New Ownership Form'**. This is an online form that must be filled out with the new customer's details to prevent any issues in the event of the vehicle being stolen. This is also the same if you are to purchase a new vehicle from a dealership that already has the ScorpionTrack tracker fitted to it.

When filling out the **'New Ownership Form'**, you will also be required to attach a copy of the front of the V5 document and also a **'Bill of Sale'** or proof of purchase for that vehicle in your name and details. Once you have filled in this form and submitted it, this will be emailed to our Customer Excellence team who will process it and set up the updated account on the ScorpionTrack online system.

If you are selling your vehicle to another customer who wishes to register the tracker with ourselves, you will need to fill in a **'Transfer Ownership'** form.

Please do not manually amend the contact information in your ScorpionTrack Account to the new customer's details as this will not be correctly updated on our system.

2.8 INSTALLATION CERTIFICATE (UK ONLY)

As all our units are insurance industry approved, they may qualify the owner for a discount on their vehicle's insurance. If the insurer requires an installation certificate as proof that the tracker has been fitted, a copy may be downloaded from our ScorpionTrack website in the **'Your Subscriptions'** page as shown below, and is only available once the monitoring subscription has been paid and activated.

3. VEHICLE THEFT

3.1 AUTOMATED ALERTS

Once you have a subscription in place, the system will be active and monitored 24/7. In the event of theft, the tracker will generate an automatic alert that is sent to our 24/7 Vehicle Recovery team if any of the following is detected:

- For S5 Trackers - Vehicle driven more than 150m from the last known position without the Driver Recognition Tag present.

- Vehicle battery disconnected (including disconnection of tracking system from vehicle) or where the battery voltage drops significantly.

- Vehicle moves more than 150m from last known position without ignition on (and for S5 trackers the Driver Recognition Tag isn't present).

| Alert Triggered and owner contacted by ScorpionTrack Vehicle Recovery team. | > | Theft confirmed by the vehicle owner. | > | Crime reference number obtained from local police by owner. | > | Owner informs ScorpionTrack Vehicle Recovery team of crime reference number: **01257 240 945** | > | ScorpionTrack Vehicle Recovery team liaise with the police force to aid recovery. |

3.2 THEFT PROCEDURE

In the event of theft, please do the following:

| Contact the local police to report the theft of your vehicle and obtain a **Crime Reference number**. | > | Contact the Vehicle Recovery team to notify of a theft with Driver Recognition Tag on **01257 240 945.** | > | The Vehicle Recovery team will remotely activate an alert condition and liaise with the police to aid recovery. |

When a tracking unit goes into ALARM, in order for us to establish if a theft has taken place, we must first contact you and this is why it is vital that you provide us with accurate contact details. We will also have to confirm your identity and will use the security question provided to do this. In the event there is no security question we will ask for you to confirm some personal account information.

Once a theft has been established and your identity confirmed, we will continue to monitor your vehicle while you contact the police and obtain a crime reference number. This number is vital for us to ensure that we are able to keep the police up to date on the vehicle's movements. When your vehicle has been located, you will need to liaise directly with the police on how quickly you are able to recover your vehicle, as there are a number of instances where the police may need the vehicle in order to further their enquiries which are entirely out of our control.

Please note: The ScorpionTrack Vehicle Recovery Team will use their best efforts to recover your vehicle, working with the relevant local Police Authority. The Police response to a reported vehicle may vary depending on the resources available and the availability of location data from the tracking unit. Most recoveries happen within the first 2 hours of theft but every theft is different and the recovery may take longer or may not even be possible.

The fitment of a tracking system also does not guarantee recovery of a stolen vehicle, but does increase the possibility. The normal precautionary measures such as utilising secondary security, parking in well-lit areas and securing the keys, should they still be taken.

4. CUSTOM ALERTS

4.1 ALERT OPTIONS

As part of your ScorpionTrack monitoring subscription, you will also have access to managing and customising dashboard alerts for your vehicles, which includes a range of Standard alerts and Geofence alerts. Please note that these alerts are not automatically set up on your account once it has been created, so you will need to manually create these. Upon triggering, these alerts can send either an app notification, email notification or SMS to a defined User on the account depending upon what you have set up. There is a detailed explanation of how to create these alerts in **section 4.3.**

The range of alerts which may be beneficial for your Fleet include:

Geofence Entry/Exit Alerts

Within the system Geofence perimeters can be set up at certain locations, for example 'Warehouse' or 'Head Office' (This is detailed further in the next section). Once these Geofence perimeter locations have been created you can then set up entry and exit alerts to notify you when vehicles exit or enter a location. This is useful for keeping track of drivers, helping with time sheets for pay or ensuring vehicles don't leave site out of working hours etc.

Low Battery Alerts

The ScorpionTrack unit monitors the condition of the vehicle battery, and if required it will send a 'Low Battery Warning' notification directly to the selected User on the account when the vehicle battery drops below a predetermined level. If you receive the warning, it is important that you take action to charge the vehicle battery.

Battery Disconnect Alerts

If the battery was to be disconnected a 'Battery Disconnect' alert can be generated to send a notification to a defined User. This would be generated if there is complete cut of power, so either the battery is disconnected or the tracker is removed. If you have a monitored subscription, this would also generate a phone call from our Vehicle Recovery team.

Ignition On Notifications

The tracker can send a notification every time the vehicle's ignition is switched on. This is useful as an early warning if someone is trying to force a vehicle to start in the event of a theft, it can also be useful to make sure vehicles aren't being started outside of working hours etc.

Idle Time Alerts

An idle time notification can be generated to notify a defined User of when a vehicle has been left idle with the engine running for longer than a defined specified period. For example, you can set it as 10 minutes and if a vehicle is left idling for longer than this period then a notification is generated. This helps identify if Drivers are leaving vehicles running when loading or when delivering parcels and potentially leaving the vehicle unattended.

Contextual Speed Alerts

An alert can be set up to notify a defined User when vehicles are being driven faster than a set percentage over road speed limits. For example, you can setup the percentage as 10% over the road speed limit, and then if a driver exceeds 33mph in a 30mph zone then an Alert will be sent. This is a good tool for making sure speed limits aren't broken in company vehicles.

Fixed Speed Alerts

This alert can be set up to notify a defined User when a set speed has been exceeded. For example, if you set the fixed speed as 70mph, if this speed gets exceeded then an alert will get generated. This is good if vehicles are doing a lot of Motorway miles to ensure they are sticking within the speed limit etc.

Driver Style Score Notifications

The tracker can send a notification if a driver scores less than a set score out of 100. The tracker can monitor harsh braking, speeding, excessive idle time and unnecessarily quick acceleration and gives a score out of 100 for each of the vehicle's journeys. You can set up an alert where a defined User can be notified if a Driver scores below a set score, for example 75/100. This is a good tool for making sure company vehicles aren't getting driven aggressively, improves road safety and helps reduce wear & tear on the vehicles.

Engine Hours Limit Notifications

This notification can be set up to notify a defined User if a vehicle has had the engine running for longer than a specified time. For example, you might not want people driving for longer than 10 hours in a day, so if this is exceeded then a notification is sent. This is good for monitoring the welfare of Drivers and ensures they don't break any legalities.

Distance Notifications

This notification can be set up to notify a defined User when a vehicle has completed a certain number of miles/kilometres. This is good for helping keep on top of when vehicle services might be due or to make sure any lease mileage agreements aren't exceeded etc.

4.2 GEOFENCE ALERTS

A Geofence is a virtual 'electronic' perimeter zone that you set up to report on your vehicle's entry and exit from that location. Geofences are an extremely helpful tool, especially if used for fleet purposes, and they are easy to set up. Example uses for a geofence:

- To monitor if and when your vehicle has exited the dealership when being serviced.

- A reminder to pay toll or congestion charges for travelling on chargeable roads and zones.

- To help with Driver timesheets.

- To monitor company vehicle usage outside of working hours.

Before creating a Geofence Alert, you must create the Geofence on the live map that will be used to trigger the alert. To do this, navigate to the **'Geofences'** tab in the menu and click **'Create Geofence'**.


Creating a Custom-Shaped Geofence

To create a precise, custom-shaped geofence click on the location in the live map (you can use the satellite view on the map to aid accuracy) then using the mouse, left-click at points around your desired geofence area until the points join up and create a 'net' around the location.

If you wish to remove a point, simply hover over that point, right click and it will be removed.

Note: Set your geofences approx 10 metres wider than the actual perimeter you wish to create. This will avoid unwanted alerts as a result of 'satellite drift' or where there is an occasional breach to the perimeter that you do not wish to monitor.

Creating a Circular Geofence

Click on **'Geofence'** in the menu on the left side of your screen, and then click **'Create Geofence'**. Or, in **'Live Map'** right click anywhere on the map and click 'create geofence' there. Using the first method, enter a postcode, town, or city name in the search bar. Hit enter on your keyboard and the map location will update accordingly, then simply left click where you want the circular geofence. You can then increase and decrease the size of this in the options below the map.
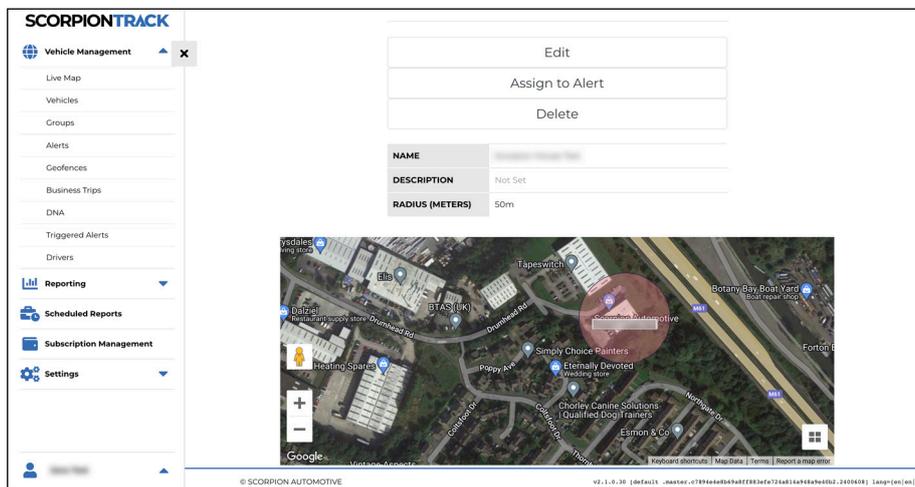

4.3 HOW TO SET UP AN ALERT

To set up an alert, or manage your current alerts, please login to our website and click on the side menu on the left side of your screen, and click on **'Alerts'** under **'Vehicle Management'**.

When this has opened, it will bring you to a dashboard of alerts. To then create an alert of your choice, click on the highlighted **'Create Alert'** button above the table on the left side.
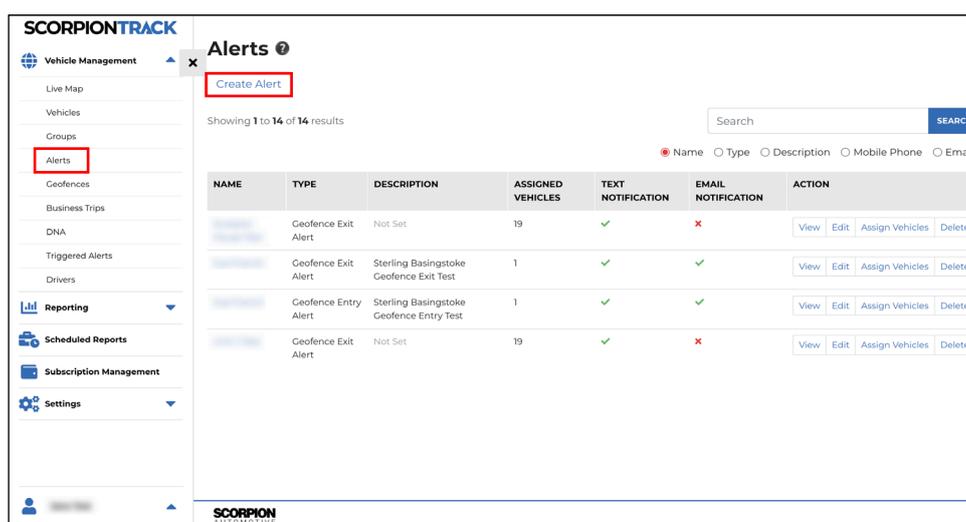

You will need to name the alert, add the level of the alert and a description of what the alert is for. Then scroll down to the section **'Alert Type'**, on the drop-down, click the alert type you want to create as displayed in the below picture.
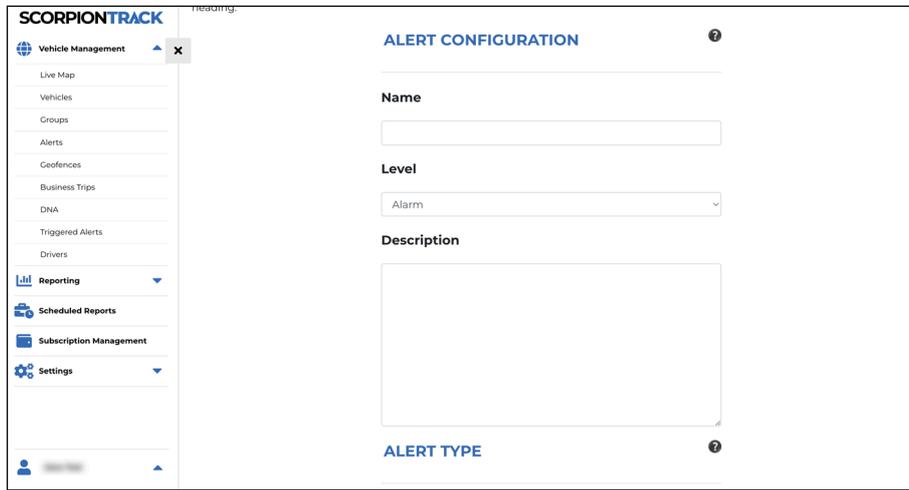
Underneath this, you select either an email address that you wish the notification to be sent to, a mobile number for text alerts (Text Bundle Payment Required) or you can also select **'App Notifications'** if you wish to be notified this way.
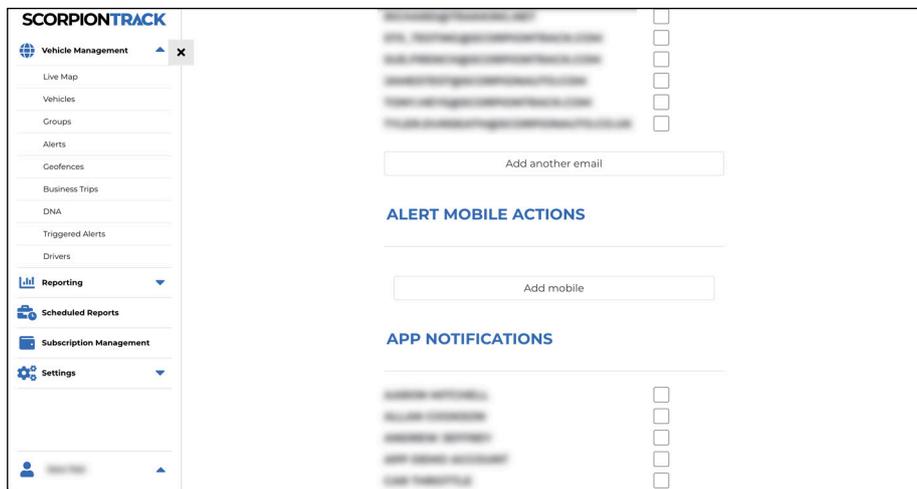
You can then choose to schedule the times you want the alert to be active if you wish. After this, click the **'Create Alert'** button at the bottom. This will then create an alert for your vehicles. By default it will assign to all vehicles, which can be edited from the **'Alerts'** page.
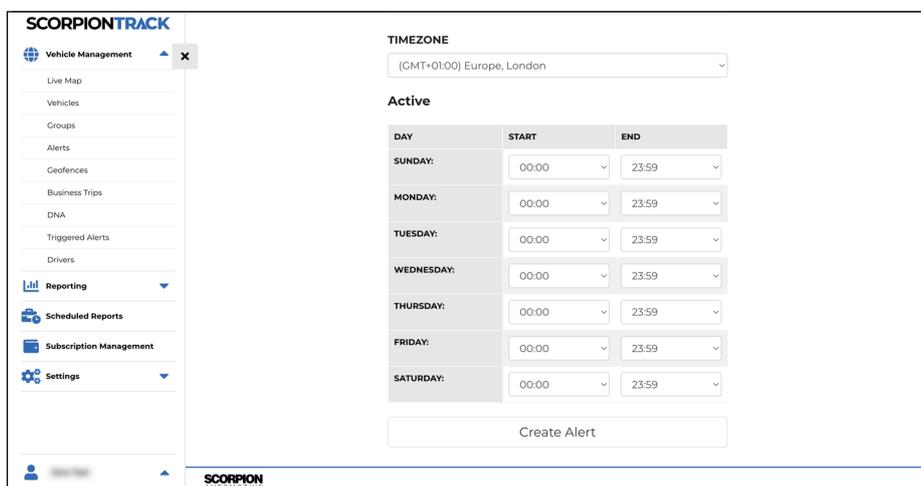
5. REPORTING

In your account on the ScorpionTrack App website you can run several different reports which will help with the running of your Fleet. This section will guide you through utilising these different reports for your business needs. The first part will focus on the creation of one-off reports, while the latter part will detail how to set up Scheduled Reports.

5.1 REPORTING > ON-DEMAND REPORTS OVERVIEW

Once logged into your account select **'Reporting'** from the left menu bar, you are then presented with 13 different types of report that you can run as a one off in the web browser, or alternatively some of these can be downloaded as Excel, PDF or HTML file as required.
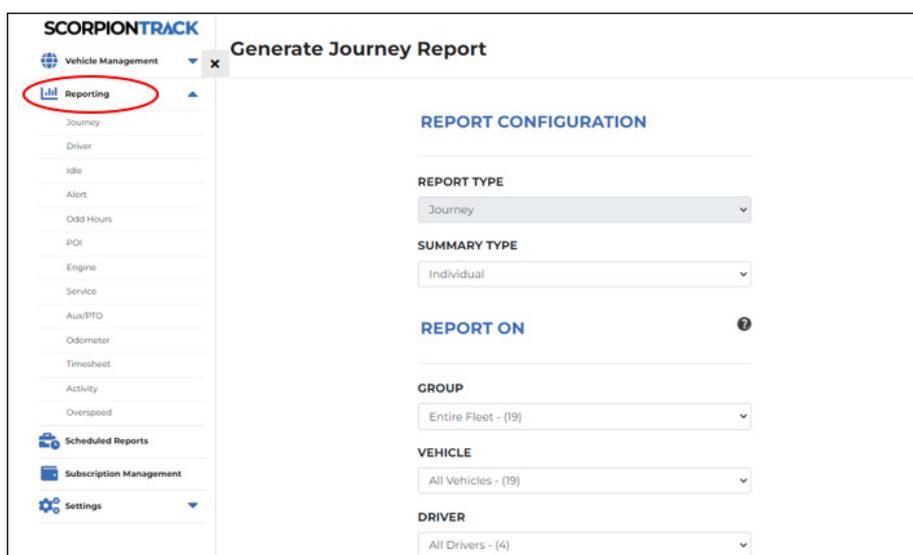
- **Journey -** This gives you the ability to view the journeys made by the vehicles on your account and is probably the most used report available to you.

- **Driver Behaviour -** This gives you a breakdown of how the vehicles on your account have been driven, showing the number of occasions; the speed limit has been broken, the vehicle has accelerated harshly, the vehicle has braked harshly, and the vehicle has been idling excessively. This accumulates to give a score out of 100.

- **Idle -** This report allows you to see if any vehicles in your Fleet have been sat with the engine idling for longer than defined set periods of time.

- **Alert -** This report details the different dashboard alerts that may have been triggered within a set period. This is good for numerous reasons such as keeping on top of vehicles entering and exiting geofences and seeing if vehicles may have been used outside of working hours etc.

- **Odd Hours -** This report is useful for checking if vehicles are being used outside of typical working hours. So, for example if you set it to run 9am to 5pm it will bring up any journeys that have been made outside of these hours.

- **Point of Interest Geofence -** This report allows you to see how much time vehicles have spent within Geofences that have been set up. This is a good tool for checking if vehicles have left sites as scheduled or if they might have been delayed. It's also good for checking all vehicles have returned to the depot and have remained there during non-working hours. You can also setup a geofence at a location and run this historically to see if a vehicle has ever been in this location.

- **Engine Hours -** This report allows you to see how many hours vehicles have been used within a set timeframe. For example, if you set it between 9am and 5pm it will show you how often vehicles have been used within this timeframe. This is good for managing fuel allowance for vehicles or for helping ensure drivers aren't exceeding driving time regulations.

- **Service -** This report can be set up to show how many hours a vehicle has been used since its last service date. For this report to run accurately you will need to make sure the service date is kept up to date by editing the vehicle from the 'Vehicle Management' menu.

- **Auxiliary/PTO (Power Take-Off) -** This report can be run if you have the Auxiliary connected on any of your vehicles to see how long the connected item has been switched on for. For example, it might be connected to a gritting vehicle to see how often the gritter has been switched on and off, or it could be connected to emergency lighting on vehicles to monitor how often these are being used, in case employees are abusing the use of these, etc.

- **Odometer/Mileage -** This gives you a summary of the mileage completed by each vehicle on the account since the trackers have been installed. For this to be as accurate as possible it is important that you ensure the odometer reading is updated at the point of the tracker installation. The odometers can be updated by selecting the vehicles from the 'Vehicle Management' menu. As previously stated, these readings aren't 100% accurate as the information is compiled from the GPS readings.

- **Timesheet -** This report can be used to calculate how many driving hours have been completed within a set time frame. For example, you can set it so the dates run from Monday to Friday and then specify 9am – 5pm and it will fill out the report in a timesheet format so you can see how many hours have been completed for each vehicle. If you have Driver's setup, these will also show on the report linked to the vehicles they are assigned to.

- **Activity -** This gives you an overview of the activity of all the vehicles on your account in a timeline format, green shows when the vehicle is in use and red shows periods of inactivity. You can edit the date to allow you to view different days. This is a good tool to quickly identify any inactivity on certain vehicles which may then require further investigation.

- **Over-speed -** This allows you to run a report to ensure vehicles aren't going over the speed limit. The overspeed threshold can either be percentage based (for example set it at 10% and it will bring up results for any vehicles that have been travelling faster than 10% over the speed limit) or fixed speed based (for example set it at 10mph and it will bring up any vehicles that have gone 10mph over the speed limit). This allows you to monitor drivers and ensure they aren't breaking any laws or endangering others, etc.

5.2 REPORTING > ON-DEMAND REPORTS HOW TO

There are 13 different types of reports that you can run in total, these don't all use the same method of configuration. The below walk-through guides show you how to create each different type of report, some are very similar with only minor differences.
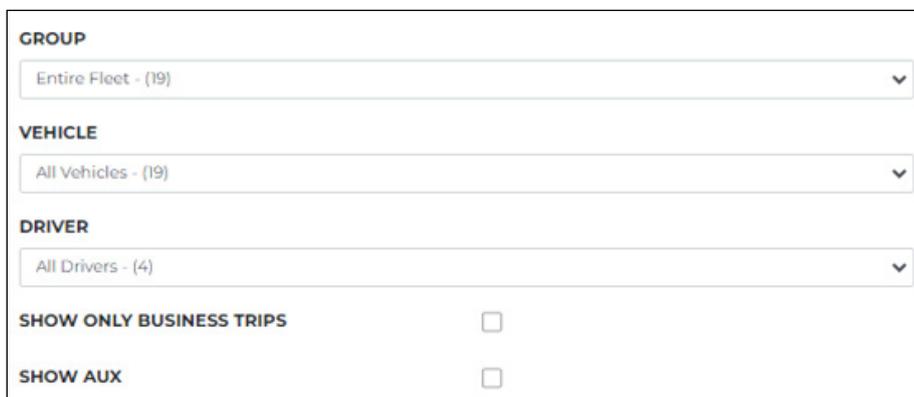
How to Configure Reports for: Journeys

In the left menu bar select **'Reporting'**, then select **'Journey'** and fill out as below:

To change the type of report, select the option under **'Report Type'**. And to define a report and show individual journeys, all daily journeys, or all journeys in a month, click the dropdown menu under **'Summary Type'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.

Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, whether you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown, and if you want to see all Drivers on the account or a specific Driver in the **'Driver'** dropdown.

If you want the report to show journeys that are marked as Business Trips, select the tick box on the right of **'Show Only Business Trips'**. To see any connected Auxiliaries that have triggered on any of the vehicles, select **'Show Aux'**.

You can also filter a predefined date range from the **'Range'** drop down or edit the **'From'** and **'To'** dates to manually select a specific time frame.


Under the **'Working Hours Range'**, you can select a time range to run the report to, giving you journeys within this time frame. Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.

How to Configure Reports for: Driver Behaviour

In the left menu bar select **'Reporting'**, then select **'Driver'** and fill out as below:
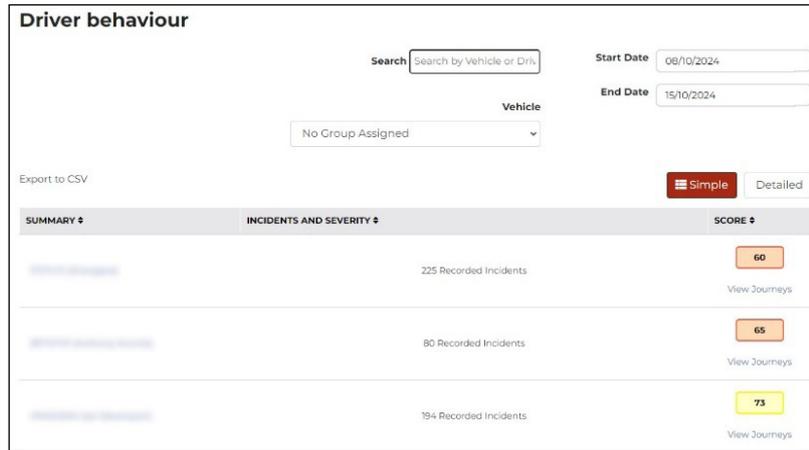

This is the first page that opens when you select the **'Driver'** report. It gives you a summary of every vehicle on the Fleet, how many recorded incidents of poor driving there has been within the set date period and the average score across all these journeys.
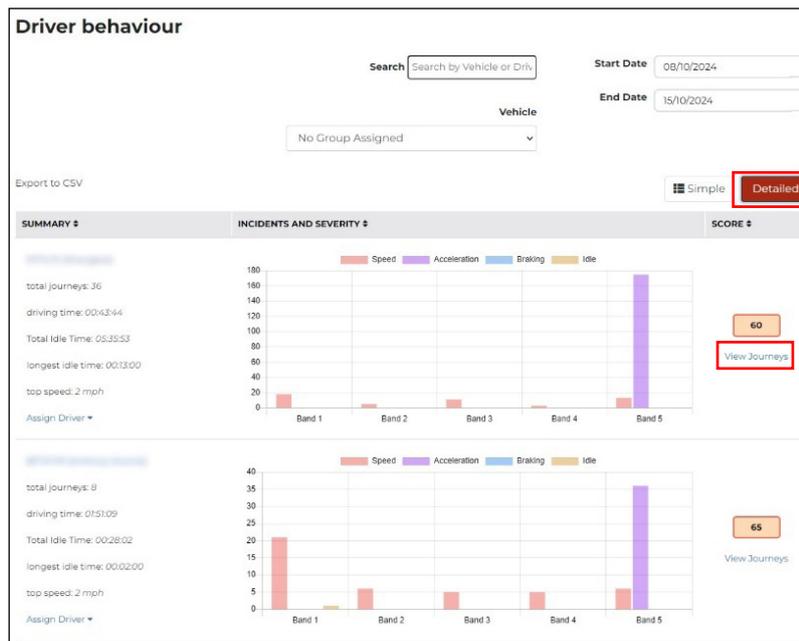
You can then select **'Detailed'** on the right side, this will then give you more information on exactly what has been going on, what the driver has been doing to gain the overall score for the set date period. If you hover over each bar in the chart, it tells you how many incidents there have been within each band. This is still just the overall score for the date period. If you then select to **'View Journeys'** you can see more detail as shown on the next page.

Once **'View Journeys'** has been selected you get a breakdown of the score for each journey, you can also see details of the route this occurred on and where the incidents happened. This is a useful tool for auditing Drivers. On the right is a breakdown of what everything means.
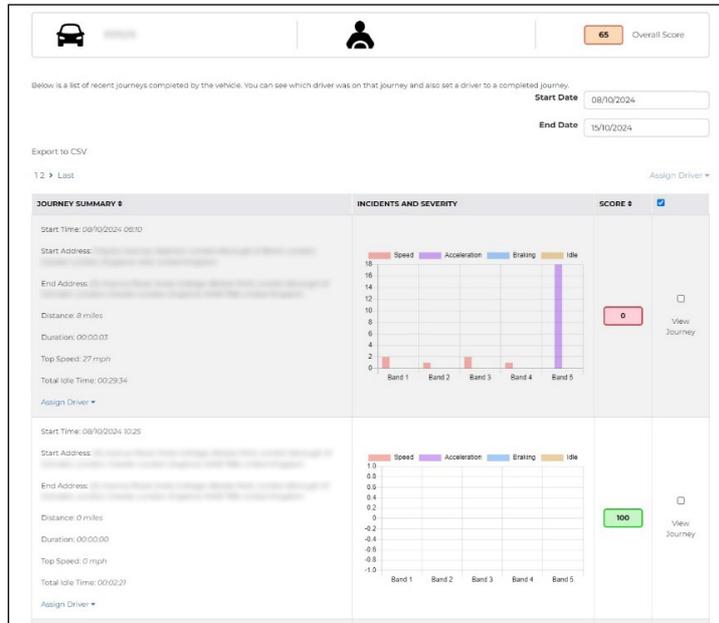
Breakdown of Terminology

Speed:
  Band 1: 10%-18% Over Speed Limit. Score: 0.25
  Band 2: 18%-24% Over Speed Limit. Score: 0.50
  Band 3: 24%-32% Over Speed Limit. Score: 0.75
  Band 4: 32%-40% Over Speed Limit. Score: 2
  Band 5: 40% or more Over Speed Limit. Score: 5

Acceleration:
  Band 1: Exceeded 1.79 m/s. Score: 0.20
  Band 2: Exceeded 2.24 m/s. Score: 0.50
  Band 3: Exceeded 2.68 m/s. Score: 2
  Band 4: Exceeded 3.13 m/s. Score: 4
  Band 5: Exceeded 3.58 m/s. Score: 10

Braking:
  Band 1: Decrease of 2.24 m/s. Score: 0.50
  Band 2: Decrease of 3.13 m/s. Score: 2
  Band 3: Decrease of 4.02 m/s. Score: 4
  Band 4: Decrease of 4.92 m/s. Score: 10
  Band 5: Decrease of 5.81 m/s. Score: 20

Idle:
  Band 1: 1-2 Mins Idling
  Band 2: 2-4 Mins Idling   ***Idle Scores don't count
  Band 3: 4-8 Mins Idling   towards Total Score**
  Band 4: 8-12 Mins Idling
  Band 5: 12+ Mins Idling

Total Score: Calculated by adding Speed, Acceleration and Braking scores together (total rounded to nearest whole number), dividing this by the Journey time (rounded to nearest whole number) and subtracting from 100.
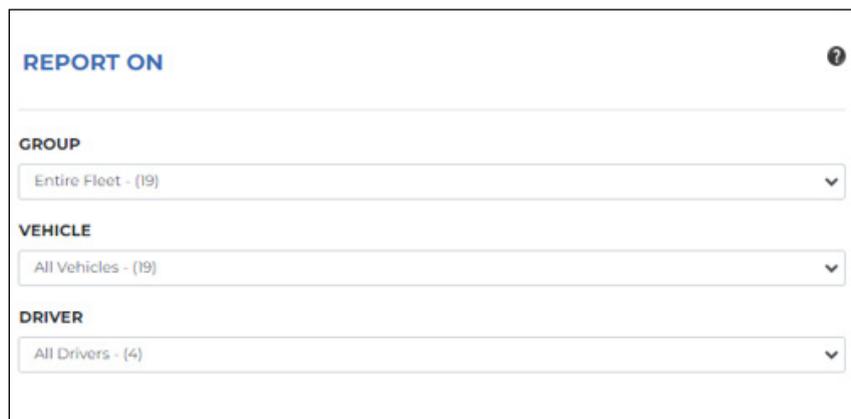
How to Configure Reports for: Idle Time

In the left menu bar select **'Reporting'**, then select **'Idle'** and fill out as below:

To change the type of report, select the option under **'Report Type'** and select **'Idle'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.
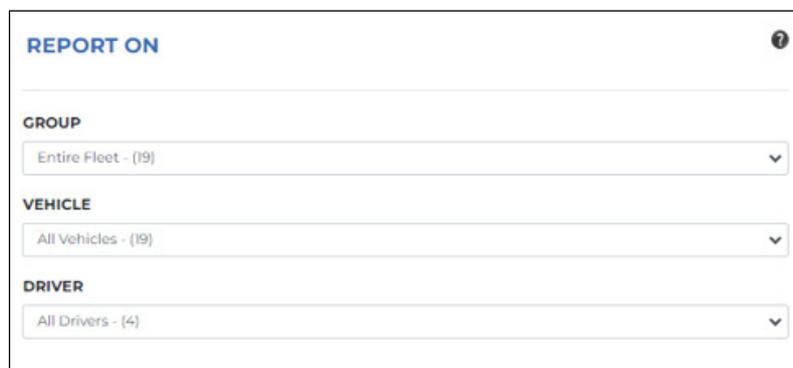
Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, whether you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown, and if you want to see all Drivers on the account or a specific Driver in the **'Driver'** dropdown.

Next is the **'Idle Time Constraint'** field, which allows you to enter an idle time in minutes that you want to monitor, then once you run the report results will only contain vehicles or drivers which have been idle for times greater than this idle time constraint.

SCORPIONTRACK

You can also filter a predefined date range from the **'Range'** drop down or edit the **'From'** and **'To'** dates to manually select a specific time frame.

Under the **'Working Hours Range'**, you can select a time range to run the report to, giving you journeys within this time frame. Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.

How to Configure Reports for: Alerts

In the left menu bar select **'Reporting'**, then select **'Alert'** and fill out as below:

To change the type of report, select the option under **'Report Type'** and select **'Odd Hours'**. And to define a report and show individual hours, all daily journeys, or all journeys in a month, click the dropdown menu under **'Summary Type'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.

Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, whether you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown, and if you want to see all Drivers on the account or a specific Driver in the **'Driver'** dropdown.

You can also filter a predefined date range from the **'Range'** drop down or edit the **'From'** and **'To'** dates to manually select a specific time frame.

Under the **'Working Hours Range'**, you can select a time range to run the report to, giving you journeys within this time frame. Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.
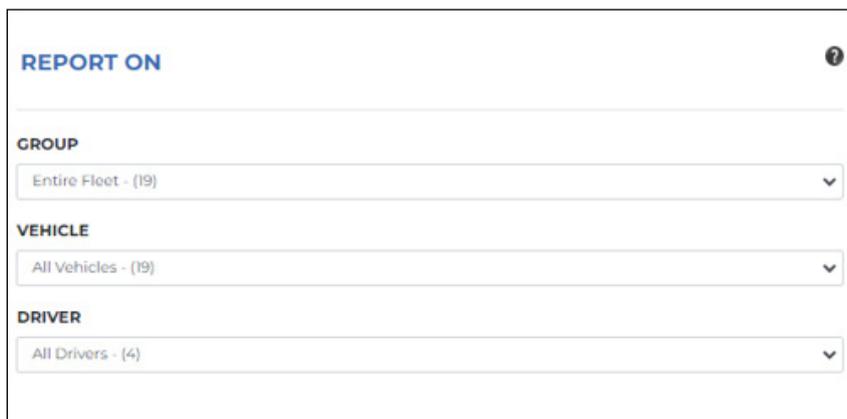
How to Configure Reports for: Odd Hours

In the left menu bar select **'Reporting'**, then select **'Odd Hours'** and fill out as below:

To change the type of report, select the option under **'Report Type'** and select **'Odd Hours'**. And to define a report and show individual hours, all daily journeys, or all journeys in a month, click the dropdown menu under **'Summary Type'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.

Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, whether you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown, and if you want to see all Drivers on the account or a specific Driver in the **'Driver'** dropdown.


You can also filter a predefined date range from the **'Range'** drop down or edit the **'From'** and **'To'** dates to manually select a specific time frame.

Under the **'Working Hours Range'**, you can select a time range to run the report to, giving you journeys within this time frame. Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.
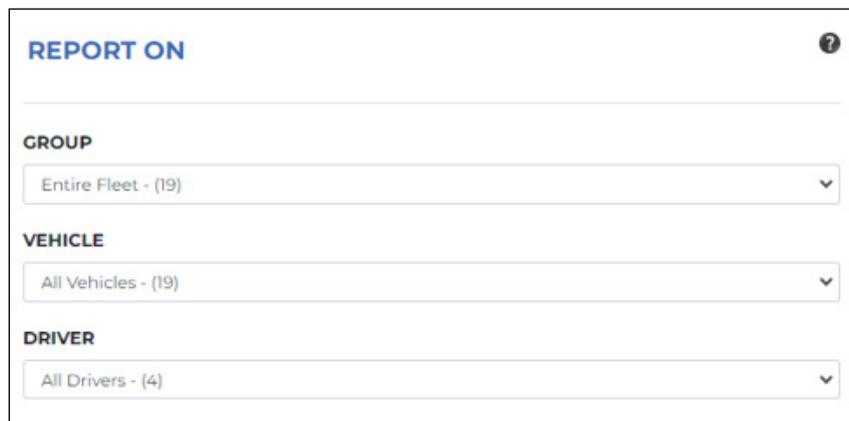
How to Configure Reports for: POI / Geofence

In the left menu bar select **'Reporting'**, then select **'Odd Hours'** and fill out as below:
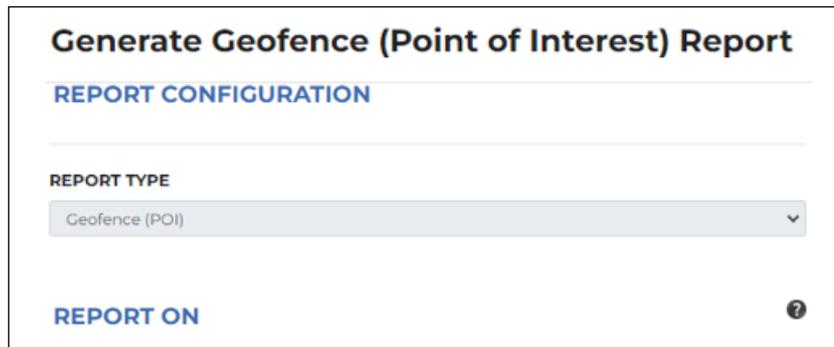
Generate Geofence (Point of Interest) Report

REPORT CONFIGURATION

REPORT TYPE

Geofence (POI)

REPORT ON

To change the type of report, select the option under **'Report Type'** and select **'Idle'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.

REPORT ON

GROUP

Entire Fleet - (19)

VEHICLE

All Vehicles - (19)

DRIVER

All Drivers - (4)

Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, whether you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown, and if you want to see all Drivers on the account or a specific Driver in the **'Driver'** dropdown.

SELECT GEOFENCES

GEOFENCE:

All Geofences - (240)

Next you will need to select whether you want to see the vehicles being used in a particular **'Geofence'** or whether you want to see use within all Geofences. Be mindful that the more data you request the longer this will take to load, if the search field is too large it may fail to load.

You can also filter a predefined date range from the **'Range'** drop down or edit the **'From'** and **'To'** dates to manually select a specific time frame.

Under the **'Working Hours Range'**, you can select a time range to run the report to, giving you journeys within this time frame. Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.

How to Configure Reports for: Engine

In the left menu bar select **'Reporting'**, then select **'Engine'** and fill out as below:

To change the type of report, select the option under **'Report Type'** and select **'Engine Hours'**. And to define a report and show individual hours, all daily journeys, or all journeys in a month, click the dropdown menu under **'Summary Type'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.

Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, whether you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown, and if you want to see all Drivers on the account or a specific Driver in the **'Driver'** dropdown.

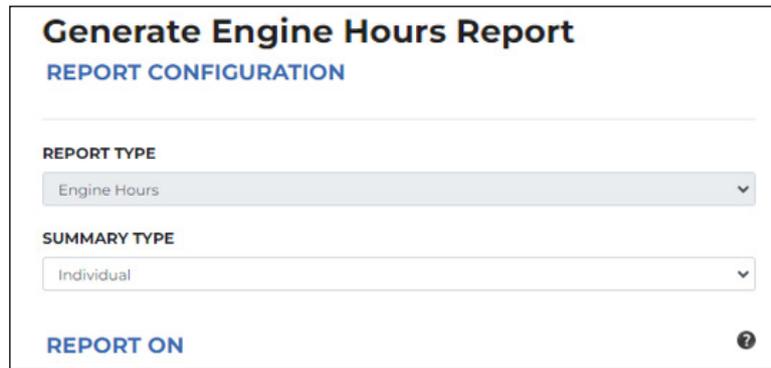You can also filter a predefined date range from the **'Range'** drop down or edit the **'From'** and **'To'** dates to manually select a specific time frame.

Under the **'Working Hours Range'**, you can select a time range to run the report to, giving you journeys within this time frame. Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.
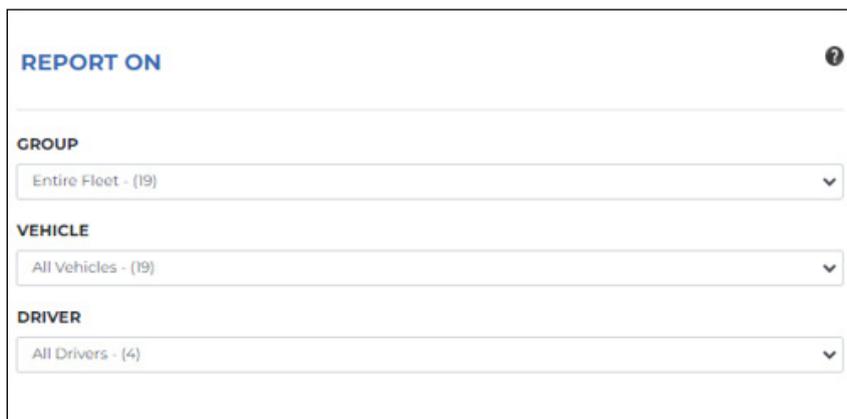
How to Configure Reports for: Service Dates

In the left menu bar select **'Reporting'**, then select **'Service'** and fill out as below:

Generate Engine Hours Report (Since Last Vehicle Service)
REPORT CONFIGURATION

REPORT TYPE

Engine Service

REPORT ON

To change the type of report, select the option under **'Report Type'** and select **'Engine Service'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.

REPORT ON

GROUP

Entire Fleet - (19)

VEHICLE

All Vehicles - (19)

Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, and if you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown.

EXPORT CONFIGURATION

Type

Website (Default)

Generate Report

Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.

How to Configure Reports for: Odometer

In the left menu bar select **'Reporting'**, then select **'Odometer'** and fill out as below:

To change the type of report, select the option under **'Report Type'** and select **'Odometer/Mileage Report'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.

Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, and if you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown.

Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.
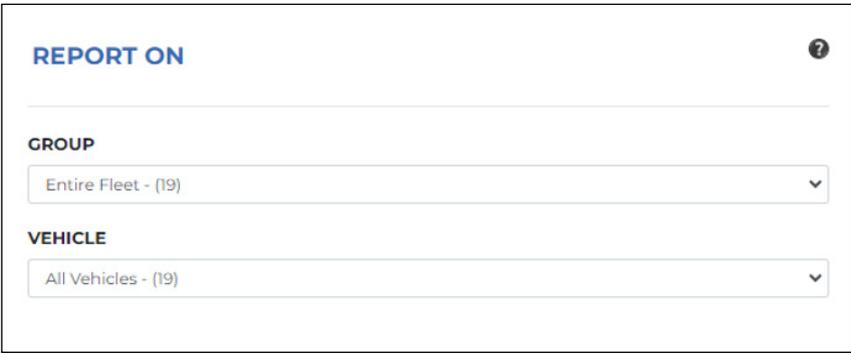
How to Configure Reports for: Auxiliary/PTO

In the left menu bar select **'Reporting'**, then select **'Aux/PTO'** and fill out as below:

To change the type of report, select the option under **'Report Type'** and select **'Auxiliary/PTO Report'**. And to define a report and show individual hours, all daily journeys, or all journeys in a month, click the dropdown menu under **'Summary Type'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.

Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, whether you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown, and if you want to see all Drivers on the account or a specific Driver in the **'Driver'** dropdown.

Under this, there is another dropdown menu to select whether you want to see triggers connected on Aux 0, Aux 1 or on both.

You can also filter a predefined date range from the **'Range'** drop down or edit the **'From'** and **'To'** dates to manually select a specific time frame.

Under the **'Working Hours Range'**, you can select a time range to run the report to, giving you journeys within this time frame. Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.

How to Configure Reports for: Timesheet

In the left menu bar select **'Reporting'**, then select **'Timesheet'** and fill out as below:
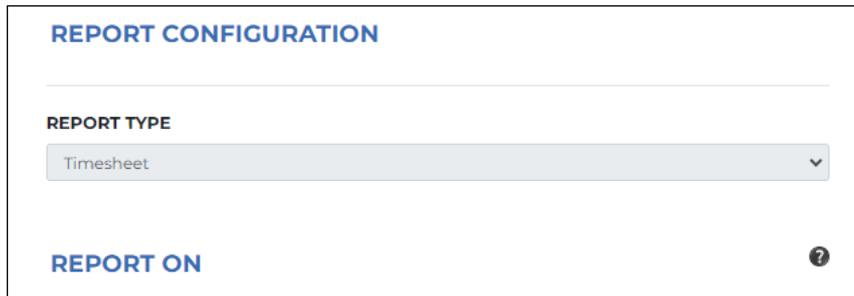
To change the type of report, select the option under **'Report Type'** and select **'Timesheet'**. If you need more help with these respective fields, select the **'Question Mark'** symbols.

Further down the page, you will need to select whether you want to see the entire fleet or a certain group of vehicles in the **'Group'** dropdown, whether you want to see all vehicles or a specific vehicle in the **'Vehicle'** dropdown, and if you want to see all Drivers on the account or a specific Driver in the **'Driver'** dropdown.

You can also filter a predefined date range from the **'Range'** drop down or edit the **'From'** and **'To'** dates to manually select a specific time frame.

Under the **'Working Hours Range'**, you can select a time range to run the report to, giving you journeys within this time frame. Then you can select the format of the report in the dropdown menu under **'Export Configuration'**. This can be either your internet browser or a specific file type. Once you have filled out this page, select **'Generate Report'** to run the report.

How to Configure Reports for: Driver Activity

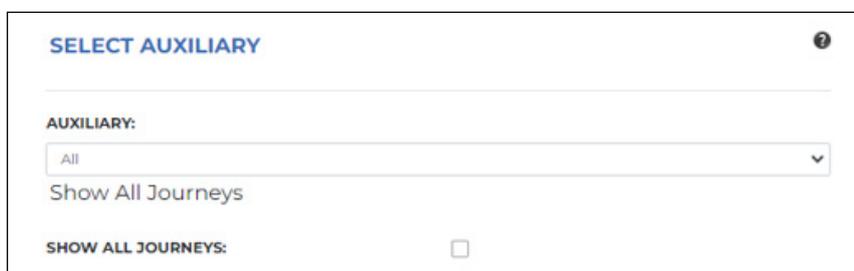In the left menu bar select **'Reporting'**, then select **'Activity'** and fill out as below:
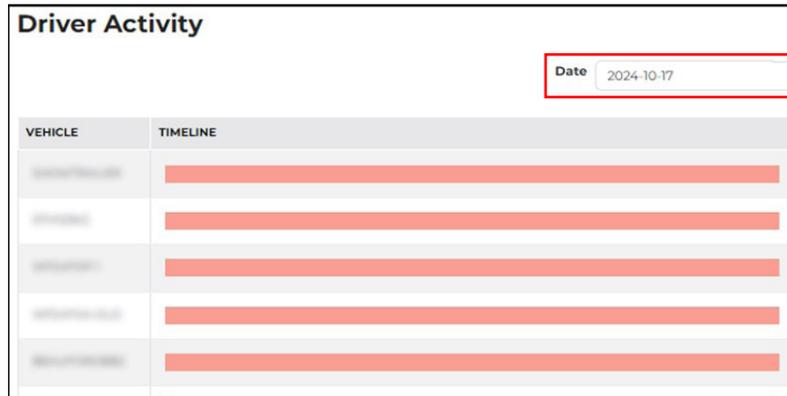
To change the date you would like to run the report for, select the **'Date'** option on the top right.

Each line represents a vehicle on the account. When the line is red the vehicle isn't in use. When it is green it shows when a vehicle is switched on. If you hover your cursor over the segments along the timeline it will give you address information, journey information and time & date information.

How to Configure Reports for: Overspeed

In the left menu bar select **'Reporting'**, then select **'Overspeed'** and fill out as below:

Enter the start and end dates here for the period you would like the system to report back on.

Here you can select the overspeed threshold, this can either be percentage based (for example set it at 10% and it will bring up results for any vehicles that have been travelling faster than 10% over the speed limit) or fixed speed based (for example set it at 10mph and it will bring up any vehicles that have gone 10mph over the speed limit).
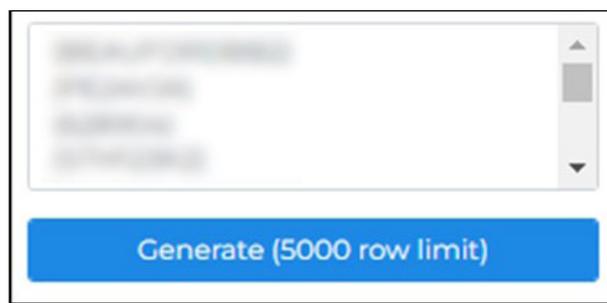
Next, you can select to view an individual vehicle or hold 'CTRL' on the keyboard and select multiple different vehicles. Alternatively, don't select anything to run the report for all vehicles. Then select **'Generate'** to run the report.

5.3 REPORTING > SCHEDULED REPORTS

The Scheduled Report form allows you to design a report of custom configuration, and have it automatically emailed to the selected users based on a predefined or user defined schedule. This allows you to easily keep track of your entire fleet's activities over either daily, weekly, monthly or user defined schedules. The email can be configured to be sent with an attachment that can contain either a HTML, PDF, or an Excel document. If the selected report type or configuration type requires specific constraints the accompanying fields will be displayed on this form.

Not all report types can be run as a Scheduled Report, below identifies which report types can be set up, and will give a step by step run through of how to fill out the 'Time Range' and 'Schedule Details'. The reports themselves all use the same parameters as described in the on-demand reports in the previous section, so this section will focus solely on setting up the Scheduling part.

How to Configure Scheduled Reports for: Journey / Journey with Aux / Idle Time / Triggered Alert / Geofence / Engine Hours / Auxiliary / Timesheet / Driver Statistics

In the left menu bar select **'Scheduled Reports'**, select **'Create Scheduled Report'**, name what you would like the report to be called and select the desired **'Report Type'** from the dropdown box. Fill out the Report configurations, and then schedule the report as below:
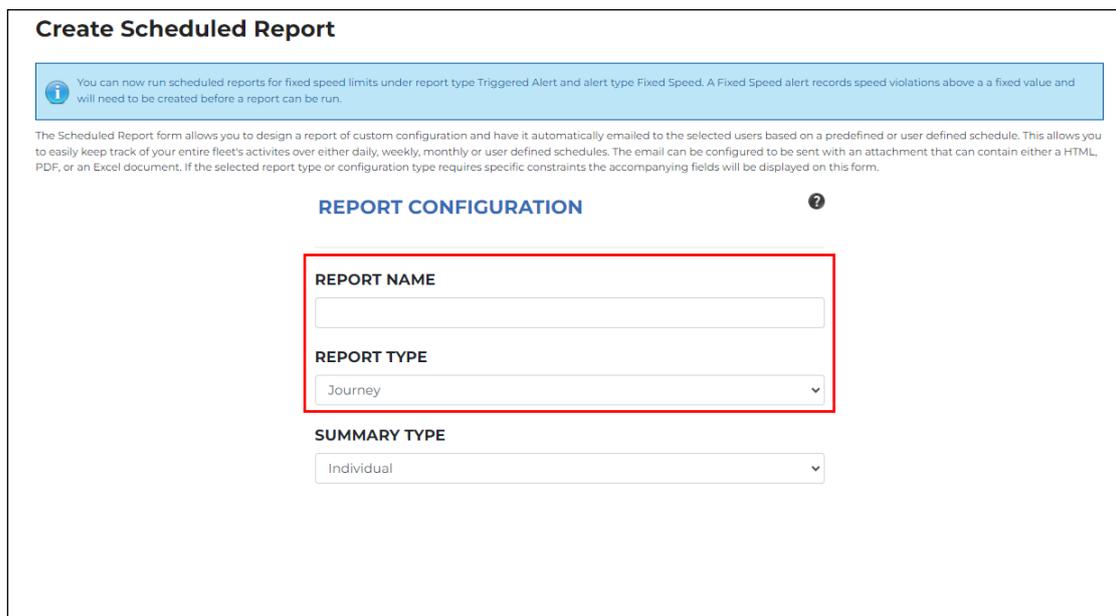
Below this, select which days of the week you want the report to run for, including the time range of the day. You can also add/remove days and include weekend days as required.

Under 'Report Units' you can customise the metrics for Distance (Miles and Kilometres), Volume of fuel usage (Litres or Gallons), and Mass of CO_2 usage (Kilograms or Pounds).

Further down the page, you can select between either the **'Daily'**, **'Weekly'** or **'Monthly'** schedule types for the report.

- **Daily -** This schedule type will cause the report to execute once on each day that is selected in the 'Execution Days' section. The 'Days Preceding' field allows you to select the number of days preceding the execution day to include within the report.

- **Weekly -** This schedule type will cause the report to execute once per week on the day that is selected in the 'Execution Days' section. The 'Days Preceding' field is defaulted to '7 Days' for the weekly schedule type.

- **Monthly -** This schedule type will cause the report to execute once per month. The report will be generated on the first day of each month and contain the data for the entire previous month.

Under **'Export Configuration'**, You can choose to run the report as a website report or choose to export in a PDF, Excel or HTML format. In digital format both the PDF and the Excel file include chapters or worksheets to separate the distinct sections of the report. The reports are also separated into sections for the Website and HTML formats respectively.

The first section in the report is the Report Summary which summarises all the data contained within the report. This is followed by the 'Report Details' section which contains all the report data.

The PDF has chapter headings to separate the vehicles or drivers into subsections. The Excel file has a worksheet per vehicle, or driver based on the report configuration. The HTML file will display in the browser and can be saved using the browsers interface.

The Scheduled report can be configured to be sent via email to **'All Users'**, a specific **'Email Address'** or to any number of **'Select Users'** already in the system.

The **'Recipient'** field allows you to select between these three options. If the **'Email Address'** option is selected, then the accompanying email address field will be displayed on this form. If the **'Select Users'** option is selected a choice of user accounts will be displayed on this form.

Once you have filled the page out, select **'Create Report'**.

How to Configure Scheduled Reports for: Odd Hours

This report can be configured in the same way as above but there is a section to **'Select Odd Hours'** as below:

The 'Odd Hours' report can be configured to include data from a predefined time range. The default is set to exclude all data between (09:00) and (17:00) begin/end of the working day. It is therefore simple to analyse where vehicles have been utilised outside of the specified time range.

The 'From' and 'To' fields allow a custom range to be entered (for example setting the From and To fields to 00:00 - 09:00 and 17:00 - 23:59 respectively would return results for all data inside of these odd hour times).

You can also 'Add a constraint' if you need to include/exclude more hours within a working day or weekend day.

How to Configure Scheduled Reports for: Engine Service / Overspeed Percentage / Overspeed Fixed Amount / Odometer

These reports can be configured in the same way as outlined initially, but there are certain options that have been omitted as there aren't as many variables needed to run these reports. Please see below how to configure as below:

The **'Schedule Type'** field allows you to select between either the 'Daily', 'Weekly' or 'Monthly' schedule types.

The 'Daily' schedule type will cause the report to execute once on each day that is selected in the 'Execution Days' section.

The 'Weekly' schedule type will cause the report to execute once per week on the day that is selected in the 'Execution Days' section.

The 'Monthly' schedule type will cause the report to execute once per month. The report will be generated on the first day of each month and contain the data for the entire previous month.

Under **'Export Configuration'**, You can choose to run the report as a website report or choose to export in a PDF, Excel or HTML format. In digital format both the PDF and the Excel file include chapters or worksheets to separate the distinct sections of the report. The reports are also separated into sections for the Website and HTML formats respectively.

The first section in the report is the Report Summary which summarises all the data contained within the report. This is followed by the 'Report Details' section which contains all the report data.

The PDF has chapter headings to separate the vehicles or drivers into subsections. The Excel file has a worksheet per vehicle, or driver based on the report configuration. The HTML file will display in the browser and can be saved using the browsers interface.

The Scheduled report can be configured to be sent via email to **'All Users'**, a specific **'Email Address'** or to any number of **'Select Users'** already in the system.

The **'Recipient'** field allows you to select between these three options. If the **'Email Address'** option is selected, then the accompanying email address field will be displayed on this form. If the **'Select Users'** option is selected a choice of user accounts will be displayed on this form.

Once you have filled the page out, select **'Create Report'**.

6. SCORPIONTRACK APP

6.1 MOBILE APP OVERVIEW

The ScorpionTrack mobile app allows you to remotely access security, safety and convenience features all from one place, including managing your subscriptions, customisable alerts and modes. All these features can be customised to suit your needs as the user to make life on the road easier. The mobile app is available to download on Google Play and the Apple Store.
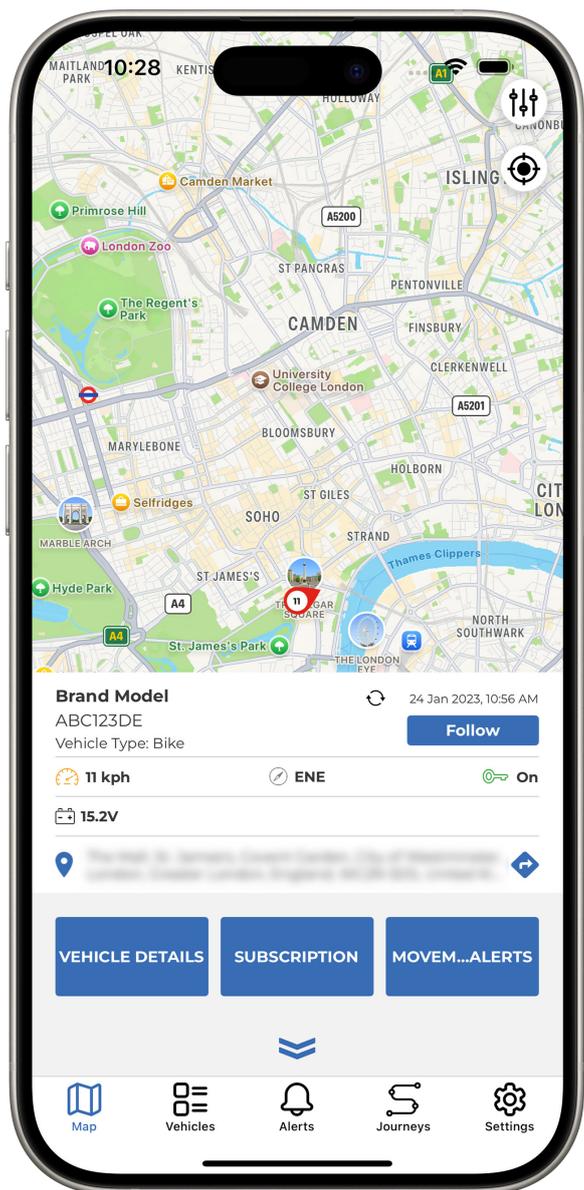
GPS Location

The mobile app allows you to see your vehicle's last known location as well as view a record of all the journeys the vehicle has taken.

Accurate Location

All units use advanced GPS, Galileo, and GLONASS satellite technology to determine your vehicle's location.

Battery Status

The ScorpionTrack mobile app offers a convenient way to monitor the battery of the vehicle in its current state. If your battery is low, it will notify you in advance to recharge the battery, as long as the battery alert has been manually set up as per **4.3**.

Zero Speed and Privacy Mode

The ScorpionTrack app allows you to hide your live speed and current location for ultimate privacy. ScorpionTrack will only turn these features off in the event of theft.

24/7/365 Monitoring

ScorpionTrack operates a 24/7 secure operating centre that will monitor your vehicle for possible theft. In the event of a theft, they will liaise with local police to recover your vehicle.

6.2 HOW TO MANAGE YOUR SUBSCRIPTION

From the ScorpionTrack mobile app, you can easily manage and purchase a subscription for any of the vehicles that you have registered on our system. To do this, you will need to go to into the app **'Settings'** on the bottom right of the screen and click on **'Subscriptions'**.

This will then bring you to a list of all your registered vehicles, which you can select each one to purchase a subscription for. For any vehicles that have an active subscription, the time length and expiry date is shown underneath your vehicle's registration.
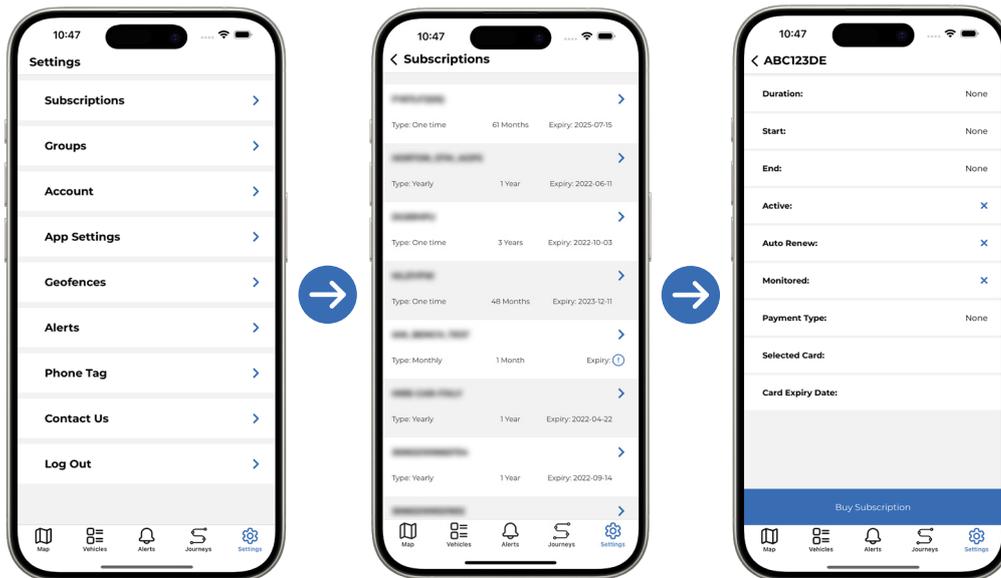
Once you've selected the vehicle you wish to purchase a subscription for, click the button labelled **'Buy Subscription'**. Then select the plan you want - we offer a range of subscriptions from monthly to a lifetime subscription which are available to select in the mobile app. Once you have selected the plan you want, press **'Confirm Payment'**. You will then need to switch your vehicle's ignition on for the monitoring subscription to become active.
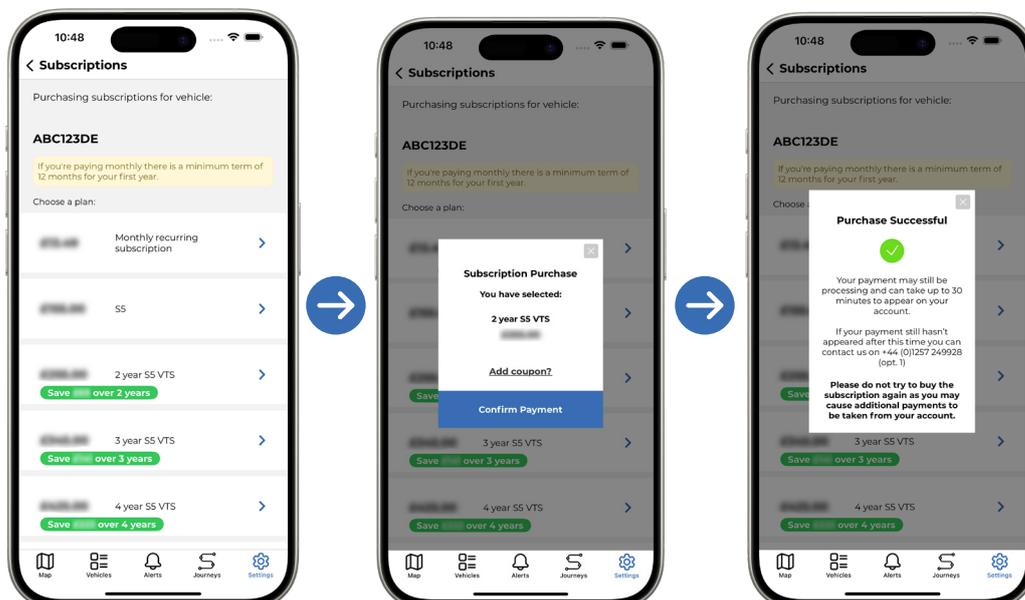
6.3 HOW TO MANAGE DASHBOARD ALERTS & MODES

To view any Dashboard Alerts that have been triggered on your vehicle, simply click on the **'Alerts'** button at the bottom of the screen and it will show a list of the different alerts that have been triggered, and also the date and time that the alert was triggered.

Additionally, you can create custom alerts in the mobile app in a similar way to creating an alert on the website. To create your custom alert, go into the **'Settings'** at the bottom of your screen and click **'Alerts'**.

Then click on the plus icon in the bottom right as shown in the below pictures to create an alert by naming it, giving it a description and selecting the alert type. Add the contact details you wish the alert to be sent to, such as your email address, mobile number for SMS (Text Bundle Payment Required) and app notification. Once you have filled out these details, press the **'Save'** button at the bottom of the screen.
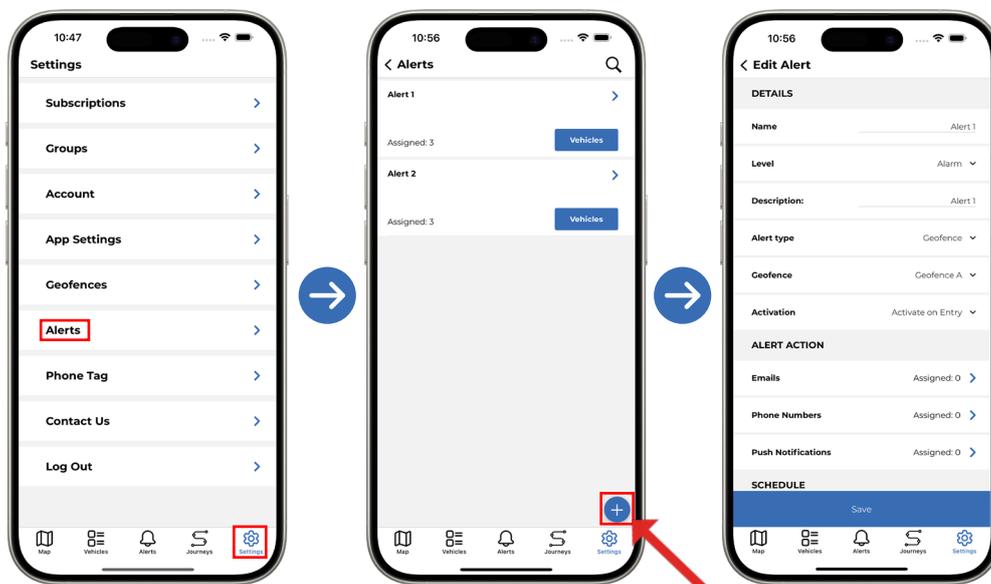
The ScorpionTrack app can also manage and customise modes, which will prevent triggering alarms and notifying the Vehicle Recovery team that your vehicle is moving if you are getting your vehicle transported or it is being serviced and may be moved around in a dealership.

To view and manage modes, click on the **'My Vehicles'** button at the bottom of the screen which will bring up a list of your vehicles registered to your account. Then select the vehicle that you wish to manage the modes for and scroll down the page to the **'Settings'** section. Here you can toggle on/off different modes if necessary.
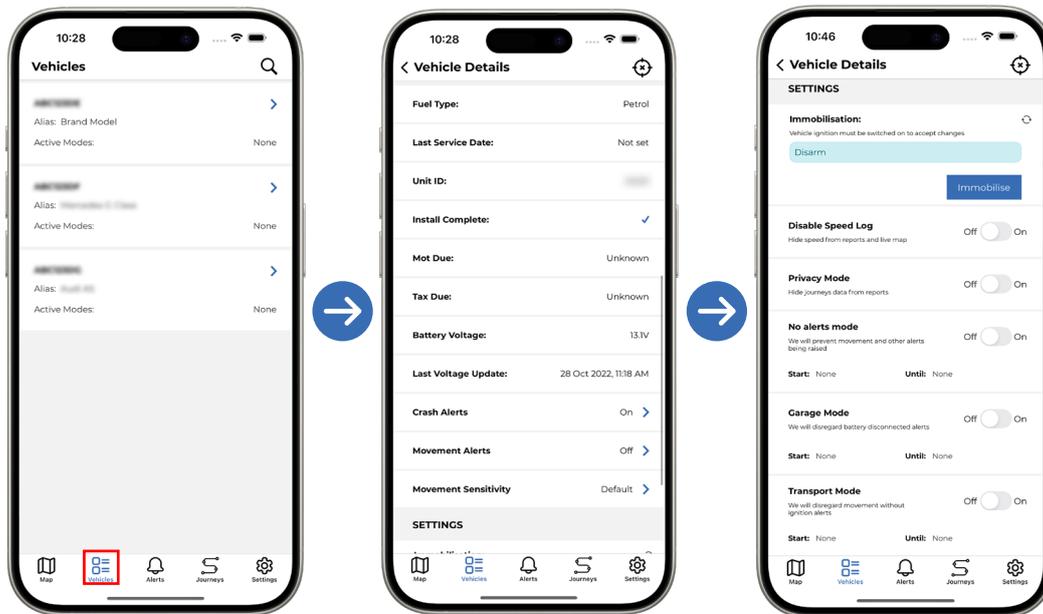
6.4 PHONE TAG

(Only available for STM01 & STM02 units)

The mobile app allows you to use your mobile phone as an ADR (Automatic Driver Recognition) Tag in addition to the physical tag you'll have received with your S5 tracker. This will communicate with the tracker in the same way that your physical tag does, providing a means of identifying the authorised user.

To activate this, you will need to go into the **'Settings'** in the app and click on **'Phone Tag'** further down the screen. This will bring you to the 'Phone Tag' settings and show the current status of the tag. There will be a User Guide Link within this section to help guide you through the connection process and to troubleshoot any issues you may encounter.
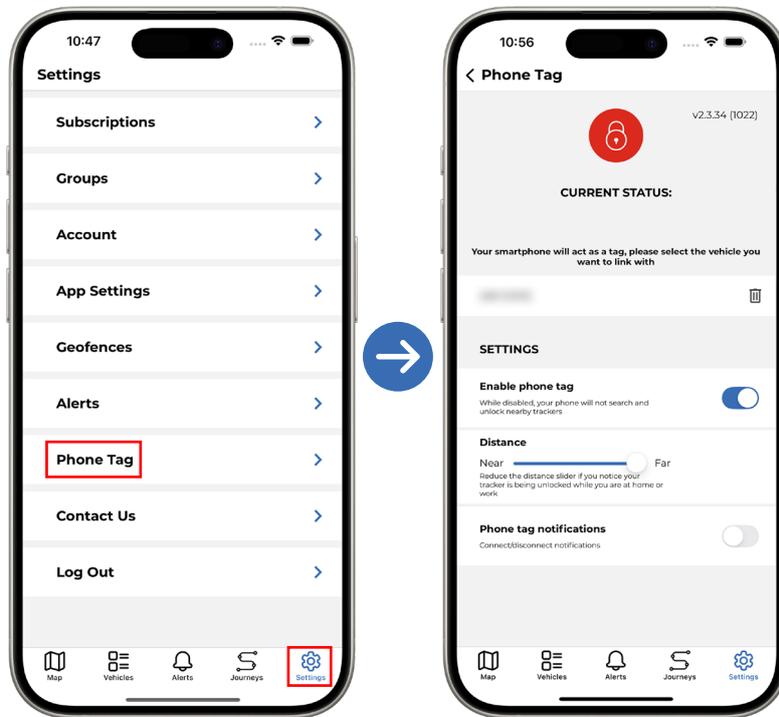
7. ADR TAG

7.1 OVERVIEW

All ScorpionTrack S5 units are provided with **2x Automatic Driver Recognition (ADR) Tags**, which is required under Thatcham Approval Standards. The tag communicates wirelessly with the ScorpionTrack unit and provides a way of identifying the authorised user. If the vehicle is moved more than 150 metres without the tag being in range, an alert will be sent to our 24/7 Vehicle Recovery team who will attempt to contact the registered owner of the vehicle.

In the interest of security, it is recommended that you keep the ADR tags **separate from your ignition keys** to provide an additional layer of security should your keys be stolen or lost. The ADR tag is powered by a lithium cell battery which is expected to provide up to 12 months of service. However, the more a vehicle is used or the more the tag is moved, the shorter the battery life.

The LED on the tag will flash rapidly to signal a low battery condition. You will need to replace the battery at the earliest opportunity to avoid any false alerts. Battery Type: CR2450

Note: If an ADR tag is lost or damaged, a replacement may be ordered by contacting us directly on 01257 249 928

7.2 ADR TAG BATTERY REPLACEMENT

If the ADR Tag has a low battery status, it will need replacing as soon as possible. To do this, locate the recess in the casing edge and gently prise the upper and lower casing of the remote apart.

The CR2450 battery is retained by a clip and can be replaced by simply sliding the battery out away from the PCB as shown in the below diagrams, noting the polarity and replacing with the new battery. Ensure the battery orientation is correct when installing the new battery, and align the two casing halves and squeeze firmly to click the casing back together.
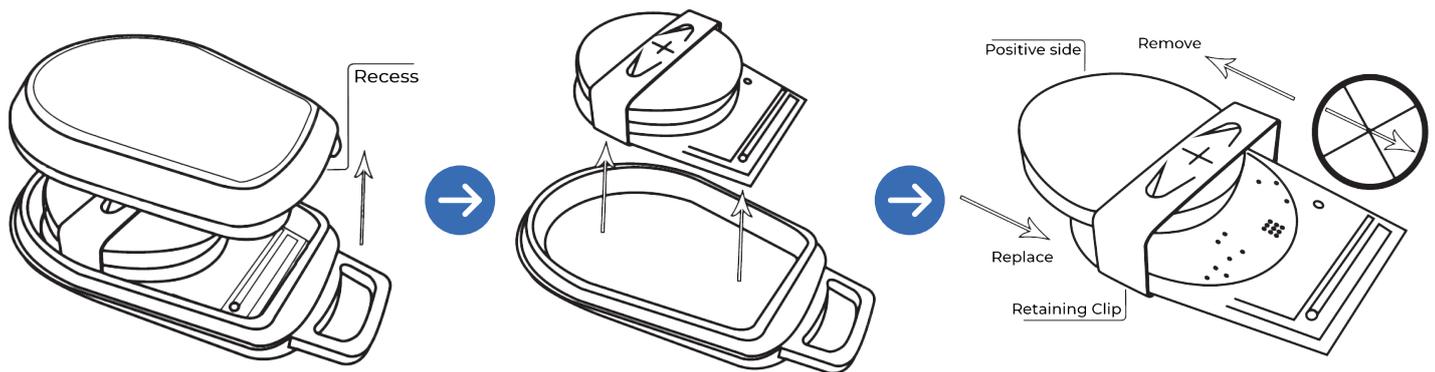
8. TECHNICALITIES
8.1 TRACKER INTERNAL BATTERY

For a ScorpionTrack unit to operate when the ignition is turned off or if the vehicle battery is removed, the unit contains a **rechargeable battery**. Under normal circumstances this battery is charged whilst the vehicle is in use.

The battery has been specified to last a minimum of three years with average vehicle use. However, as with all rechargeable batteries, the lifespan will vary depending on how the battery is maintained and it may be necessary for the unit to be replaced if the internal battery develops an issue.

If your vehicle is to be stored for a long period of time, we strongly recommend the use of a battery charger to keep the vehicle's battery and therefore the tracking system battery in good condition. If the tracking unit internal battery is allowed to discharge completely, the tracking unit may require replacement and this would not be considered a warrantable defect. In the event of the internal battery suffering performance issues, please contact your ScorpionTrack dealer for assistance.

8.2 TROUBLESHOOTING

ScorpionTrack units contains no user serviceable parts and requires no regular maintenance. To verify that your unit is operating correctly, please log in to the ScorpionTrack website and confirm the vehicle location is correctly displayed on the live map.

The location is updated to the website every 2 minutes when the vehicle ignition is on. If the vehicle location shown is incorrect, please run the vehicle outside for 4 minutes. If the location does not update in that time frame, contact your supplying dealer at the earliest opportunity.

8.3 WARRANTY

ScorpionTrack units are provided with a comprehensive **2-year warranty** in addition to your statutory rights, designed to combat any material or manufacturing defects which become apparent within 2 calendar years from the date of first installation. In the unlikely event of repairs being required under the provided warranty, please contact the installing dealer for assistance.

8.4 TERMS AND CONDITIONS

Use of the ScorpionTrack system is subject to the ScorpionTrack Terms & Conditions, with details of this available to view on our ScorpionTrack website. We recommend that you read this to gain a greater understanding of the provided service and the limitation of use.

Note: To find the Terms & Conditions, visit our website and scroll down to the very bottom of the page and click on the button labelled 'Terms & Conditions'.

CONTACTS

SALES ENQUIRIES

Email: sales@scorpionauto.com

Telephone: 01257 249 928 Opt. 1, Opt. 3

GENERAL ENQUIRIES

Email: customer.excellence@scorpionauto.com

Telephone: 01257 249 928 Opt. 1, Opt. 6

SUBSCRIPTION ENQUIRIES

Email: subscriptions-team@scorpionauto.com

Telephone: 01257 249 928 Opt. 1, Opt. 4

24/7 VEHICLE RECOVERY TEAM

Telephone: 01257 240 945

Note: please only call this number in the event of theft.

TECHNICAL ENQUIRIES

Email: technical@scorpionauto.com

Telephone: 01257 249 928 Opt. 1, Opt. 2

Battery Disposal Instructions:
Battery should not be disposed of with general household waste. Bring damaged or worn-out batteries to your local recycling centre or dispose of them in battery recycle bins that can be found in stores.

Fob should be kept out of the reach of children.

CE UKCA UKNI

Scorpion Automotive Ltd

Scorpion House
Drumhead Road
Chorley North Business Park
Chorley
Lancashire
PR6 7DE
www.scorpionauto.com

Declaration of Conformity

We, Scorpion Automotive Ltd, Drumhead Road, Chorley North Business Park, Chorley, Lancashire, PR6 7DE.
Tel: +44 (0) 1257 249928 Fax: +44 (0) 1257 249938 Declare that the Products:
Product names: **SCORPION M SERIES TRACKING SYSTEM; TRIUMPH TRACK PLUS**
Part numbers: **ECU: STM01; STM02; DTSTM01; DTSTM02; STMTR01; 9800099; STMLT01; STMLT02; STMLT03; STMLT04; STMLT05; STMPI01 FOB: STMFOB: STMFOBLT; STMFOBLT**

Listed above are in conformity with the following UK and UN regulations:
Radio Equipment Regulations 2017
Electromagnetic Compatibility Regulations 2016
Electrical Equipment (Safety) Regulations 2016
UNECE Regulation 10 concerning the approval of vehicles with regard to EMC (Revision 5)
UNECE Regulation 10 concerning the approval of vehicles with regard to EMC (Revision 6)

Standards and type approvals comply with the above directives/regulations
EN 300 328 V2.2.2 2019
EN 301 511 V12.1.10 2016
EN 303 413 V1.1.1 2017
EN 301 489-1 V2.2.1 2019
EN 55032 2015
EN 55025 2002 + CORI 2004
EN 61000-4-2 2009
EN 61000-4-3 2006 + A1 + A2
ISO 7637-2
IEC 62368-1:2018
EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013
EN62479:2010
VCA Type Approval E11*10R05/01*10990*00
VCA Type Approval E11*10R06/01*10990*01

And we have examined the technical basis for this declaration which is based on the test reports and certificates issued by:
ETS Ltd, Pratts Fields, Lubberhedges Lane, Stebbing, Essex, CM6 3BT
&
Element Materials Technology (Hull), Unit E, South Orbital Trading Park, Hedon Road, Hull, HU9 1NJ, UK

Supporting documentation relevant to this declaration will be made available on request.

This Declaration is made on behalf of Scorpion Automotive Ltd by:
Michael Nolan   M. Nolan.
Quality Manager
Date: 25/07/2023
The attention of the specifier, purchaser, installer or user is drawn to special measures and limitations to use which must be observed when the product is taken into service to maintain compliance with the above directives and regulations. Details available on request.

Scorpion Automotive Ltd
Scorpion House
Drumhead Road
Chorley North Business Park
Chorley
Lancashire
PR6 7DE
www.scorpionauto.com

SCORPION®
AUTOMOTIVE

Declaration of Conformity

We, Scorpion Automotive Ltd, Drumhead Road, Chorley North Business Park, Chorley, Lancashire, PR6 7DE.
Tel: +44 (0) 1257 249928 Fax: +44 (0) 1257 249938 Declare that the Products:
Product names: **SCORPION M SERIES TRACKING SYSTEM; TRIUMPH TRACK PLUS**
Part numbers: **ECU: STM01; STM02; DTSTM01; DTSTM02; STMTR01; 9800099; STMLT01; STMLT02; STMLT03; STMLT04; STMLT05; STMPI01 FOB: STMFOB: STMFOBLT; STMFOBLT**

Listed above are in conformity with the following European Union directives and UN regulations:
Radio Equipment Directive (2014/53/EU)
EMC Directive (2014/30/EU)
Low Voltage Directive (2014/35/EU)
UNECE Regulation 10 concerning the approval of vehicles with regard to EMC (Revision 5)
UNECE Regulation 10 concerning the approval of vehicles with regard to EMC (Revision 6)
EMF Directive (2013/35/EC)

Standards and type approvals comply with the above directives/regulations
EN 300 328 V2.2.2 2019
EN 301 511 V12.1.10 2016
EN 303 413 V1.1.1 2017
EN 301 489-1 V2.2.1 2019
EN 55032 2015
EN 55025 2002 + CORI 2004
EN 61000-4-2 2009
EN 61000-4-3 2006 + A1 + A2
ISO 7637-2
IEC 62368-1:2018
EN62479:2010
VCA Type Approval E11*10R05/01*10990*00
VCA Type Approval E11*10R06/01*10990*01

And we have examined the technical basis for this declaration which is based on the test reports and certificates issued by:
ETS Ltd, Pratts Fields, Lubberhedges Lane, Stebbing, Essex, CM6 3BT
&
Element Materials Technology (Hull), Unit E, South Orbital Trading Park, Hedon Road, Hull, HU9 1NJ, UK

Supporting documentation relevant to this declaration will be made available on request.

This Declaration is made on behalf of Scorpion Automotive Ltd by:
Michael Nolan   M. Nolan
Quality Manager
Date: 25/07/2023
The attention of the specifier, purchaser, installer or user is drawn to special measures and limitations to use which must be observed when the product is taken into service to maintain compliance with the above directives and regulations. Details available on request.

Scorpion Automotive Ltd | Scorpion House | Chorley North Business Park | Drumhead Road | Chorley | PR6 7DE | UK

nqa.
IATF 16949
AUTOMOTIVE MANAGEMENT

nqa.
ISO 9001
QUALITY MANAGEMENT

Citation ISO Certification
Environmental management
ISO 14001: 2015
REGISTERED
Certificate No:354062020

FORS
FLEET OPERATOR RECOGNITION SCHEME

Thatcham Research
SECURITY CERTIFIED

MADE IN BRITAIN

SCORPIONTRACK

Scorpion Automotive Ltd
Scorpion House
Drumhead Road
Chorley North Business Park
Chorley
Lancashire
PR6 7DE
www.scorpionauto.com

Declaration of Conformity

We, Scorpion Automotive Ltd, Drumhead Road, Chorley North Business Park, Chorley, Lancashire, PR6 7DE.
Tel: +44 (0) 1257 249928 Fax: +44 (0) 1257 249938 Declare that the Products:
Product names: **SCORPION M SERIES TRACKING SYSTEM; TRIUMPH TRACK PLUS**
Part numbers: **ECU: STM01; STM02; DTSTM01; DTSTM02; STMTR01; 9800099; STMLT01; STMLT02; STMLT03; STMLT04; STMLT05; STMPI01 FOB: STMFOB: STMFOBLT; STMFOBLT**

Listed above are in conformity with the following European Union directives and UN regulations:
Radio Equipment Directive (2014/53/EU)
UNECE Regulation 10 concerning the approval of vehicles with regard to EMC (Revision 5)
UNECE Regulation 10 concerning the approval of vehicles with regard to EMC (Revision 6)

Standards and type approvals comply with the above directives/regulations
EN 300 328 V2.2.2 2019
EN 301 511 V12.1.10 2016
EN 301 908 -1 V15.1.1 2021
EN 301 908-13 V13.2.1 2022
EN 301 511 V12.5.1 2017
EN 303 413 V1.1.1 2017
EN 301 489-1 V2.2.1 2019
EN 55032 2015
EN 55025 2002 + CORI 2004
ISO 7637-2
IEC 62368-1:2020/A11:2020
EN62479:2010
VCA Type Approval E11*10R05/01*10990*00
VCA Type Approval E11*10R06/01*10990*01

And we have examined the technical basis for this declaration which is based on the test reports and certificates issued by:
ETS Ltd, Pratts Fields, Lubberhedges Lane, Stebbing, Essex, CM6 3BT
&
Element Materials Technology (Hull), Unit E, South Orbital Trading Park, Hedon Road, Hull, HU9 1NJ, UK
&
Shenzhen LCS Compliance testing laboratory Ltd

Supporting documentation relevant to this declaration will be made available on request.

This Declaration is made on behalf of Scorpion Automotive Ltd by:
Michael Nolan
Quality Manager
Date: 25/07/2023
The attention of the specifier, purchaser, installer or user is drawn to special measures and limitations to use which must be observed when the product is taken into service to maintain compliance with the above directives and regulations. Details available on request.

CONTACT US

Telephone: 01257 249 928

Email: sales@scorpiontrack.com

Website: www.scorpiontrack.com

Address: Scorpion Automotive, Scorpion House, Drumhead Road, Chorley North Business Park, Chorley, England, PR6 7DE

ScorpionTrack is a brand of Scorpion Automotive

SCORPION®
AUTOMOTIVE